

**It is important to note that this job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.**

**Job Description for the post of:**

**Swimming Lesson Coordinator  
EHA1074-0617**

**Accountable to:** Head of Sports Services

**Reporting to:** Sports Development Manager

**Responsible for:** 3-4 Swimming Teachers

The Swimming Lesson Coordinator will be responsible for the swim instructor staff and assisting with the operation of the Learn-To-Swim programme at Edge Hill Sport.

The Swim Lesson Coordinator will ensure all safety and teaching guidelines are followed and will conduct regular evaluations to ensure operational standards are consistently applied. Effectively managing the administration of the Learn to Swim scheme to achieve financial targets.

**Main Duties**

1. To manage all aspects of the Centre's Swimming Lesson programme with a focus on maximising growth and income opportunities through knowledge of industry initiatives and customer trends.
2. To support the Sports Development Manager in the periodic review and development of the pool programme to ensure that available pool space is utilised efficiently and effectively at all times.
3. To manage swimming teacher staffing levels as appropriate to ensure the effective delivery of the swimming lesson programme at all times by suitably qualified staff. This includes covering dedicated swim teaching hours within the job role.
4. Proactively market and expand the current Classes and Private Lessons as part of the broader Edge Hill Sport service.
5. To provide relevant KPI information on a monthly basis to the Sports Development Manager on performance against income and expenditure budgets/targets specifically linked to the Swim School.

6. To produce statistical records and reports for the Sports Development Manager regarding attendance levels and in accordance with set targets. Prepare a strategic approach in response to any downturn in market demand.
7. Ensure all Swim School activities remain in line with current industry guidelines. Maintain & continuously develop health & safety documentation to ensure a safe service & environment and raise concerns promptly.
8. To assist with reviewing and development of Risk Assessments and NOP that relate to aspects of the Swim School operation. Ensure swim teachers carry out duties that comply with all safe systems of work and operate within a safe environment.
9. To work with the relevant members of the customer services team to manage all aspects of the Swim School courses/bookings on the On-Course system, including class movements, re-enrolment, payments and the reports (lesson feedback).
10. To develop and maintain schemes of work for the various swimming lesson programmes that link in with the ASA awards programmes and aids standardisation of lesson delivery.
11. Ensure swim teachers comply with the operating standards within the swim school.
12. Oversee the work of the teaching staff and evaluate instructors regularly and provide constructive feedback.
13. To positively performance manage the swim teacher team, including implementing a code of conduct as well as taking regular job chats and periodic appraisals.
14. To communicate regularly with all swimming teachers about further training and opportunities to achieve further qualifications.
15. To assist with the recruitment, evaluation of performance and retention of swim teachers and to ensure all swimming lessons have adequate & appropriately skilled cover.
16. To maintain an accurate weekly teacher rota for the Swimming programme that is accessible to key operational staff at all times.
17. To coordinate a pro-active succession planning scheme and recruitment process required to sustain an appropriate level of swim teacher resource within the Swim School.
18. To ensure that effective methods of communication, including staff briefs & periodic meetings, are maintained so that all swim teachers are kept suitably up to date regarding their job role and the Swim School operation.
19. Create and update a Learn-To-Swim instructor manual.
20. To devise, coordinate and where relevant deliver a structured training and development programme for swim teachers.
21. Meet routinely with swim teachers. Ensure all policies & systems are understood and upheld. Understand and promote Edge Hill Sport's vision.

22. Communicate regularly with parents and guardians of lesson participants ensuring that communications have been received and understood. Act as a primary point of contact for parents and staff with regard to swimming lesson enquiries. Ensure that customer comments and complaints are handled promptly and professionally, with issues being referred as and when necessary, to a more appropriate staff member.
23. Track and organise lesson participant report cards for each block by compiling swim school records of achievement.
24. To oversee the smooth transfer of a pupil from one class to another ensuring all achievement records go with the pupil.
25. To follow safeguarding guidelines as laid out in Edge Hill's Safeguarding policy.
26. To maintain and develop positive working relationships with key external partners, including local Swimming Clubs, Amateur Swimming Association (ASA) and Institute of Swimming (IOS).
27. To contribute to Edge Hill University's participation in any local, regional or national swimming campaigns.
28. To maintain effective regular communication with the receptionists. To work closely in responding appropriately to the needs of pupils, parents and staff.
29. Ensure all personal data is managed effectively and in accordance with data protection policies.
30. Order supplies in accordance with financial & stock control systems.
31. Any other duties that are deemed appropriate within the role.

### **Special Conditions**

32. To obtain and maintain either the NASTIC or NPLQ award through attendance at compulsory monthly training sessions and periodic renewal assessments.
33. When essential maintenance work is being carried out in the centre, the post holder may be asked to take either paid annual leave (if the post holder has this) or unpaid leave whilst the work is carried out. Maximum practical notice will be given in all cases.

### **In addition to the above all Edge Hill University staff are required to:**

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme

- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers

**Salary:** Grade 5, Points 19-22  
£12.28 - £13.42 per hour

**Hours:** Candidates are invited to apply for any combination of the following shifts in addition to 3 hours of administration work per week, which can be carried out on a day/time to suit you.

<b>Mon</b>	16:15 - 19:00
<b>Mon</b>	17:45 – 19:00
<b>Weds</b>	16:15 - 19:00
<b>Thurs</b>	16:15 – 18:15
<b>Thurs</b>	16:15 – 19:15
<b>Sat</b>	09:00 – 14:30 *
<b>Sat</b>	13:30 – 14:30
<b>Sun</b>	09:00 - 12:45

(\* Consideration will be given to separating the Saturday shift into two (9.00-11.35 & 11.35-14.30)

**Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.**

**It is important to note that the successful applicant will be required to undertake an enhanced disclosure for you from the Disclosure and Barring Service and that this will form part of the conditions of offer of employment.**

## PERSON SPECIFICATION

### Swimming Lesson Coordinator EHA1074-0617

#### CRITERIA:

Applicants should provide evidence of their ability to meet the following criteria:

		Essential	Desirable	*Method of Assessment
<b>Qualifications</b>				
<b>1</b>	An ASA Level 2 Swimming Teaching qualification, STA or equivalent	*		A
<b>2</b>	An appropriate lifesaving qualification (preferably NPLQ or NRASTC or equivalent) or the ability to work towards this within 6 months of appointment		*	A
<b>3</b>	A First Aid at Work Certificate or the ability to work towards this within 6 months of appointment		*	A
<b>4</b>	A SportCoach UK Safeguarding qualification or equivalent		*	A
<b>Background &amp; Experience</b>				
<b>5</b>	Experience of lead teaching swimming lessons to both adults and children of all abilities that are creative and informative	*		A, I, T
<b>6</b>	Leading and motivating a team of swimming teachers to deliver a varied swimming lesson programme		*	A, I
<b>7</b>	Experience of providing and using analytical information, market research and customer feedback to develop the swimming lesson programme		*	A, I, T
<b>Knowledge</b>				
<b>8</b>	Knowledge of good practices recommended by the ASA / Swim England regarding tuition procedures including the Swim England Learn to Swim Programme	*		A, I,
<b>9</b>	A knowledge of administration requirements for swimming lessons		*	A, I, T

		Essential	Desirable	*Method of Assessment
<b>Skills &amp; Competencies</b>				
10	Excellent communication and interpersonal skills	*		I
11	An active role model for the sustaining of a positive culture.	*		A, I
12	High levels of IT skills, numeracy and literacy	*		A, I, T
13	The ability to maintain a positive attitude in the face of unexpected and stressful situations and to be professional in appearance and behaviour	*		I
14	The ability to work on own initiative as well as in a team	*		A, I
15	Ability to work with a wide range of customers effectively understanding their needs (students, staff, external customers)	*		I
16	Commitment to personal and professional development	*		I
17	Excellent time management skills and the ability to plan and organise personal workloads	*		A.I
18	To be able to work across the hours of the swim lesson programme including evenings and weekends		*	A, I
19	To have an understanding of Health and Safety requirements within a sports and leisure environment	*		I
20	Clear understanding of Safeguarding guidelines	*		I

**\*Method of Assessment (I-Interview, A-Application, T-Test, P-Presentation)** Please note that applications will be assessed against the Person Specification using this criteria.