

JOB DESCRIPTION

Job Title: Swim Lead (Senior Duty Manager)

Reports to: General Manager / SLT

Job Purpose:

- Supporting the General Manager in the overall delivery of the contract in a safe and effective manner and deputising for the General Manager in their absence.
- To maximise swimming income through a progressive swimming lesson programme which encourages children and adults to learn to swim and includes 'hard to reach' groups.
- To plan and administer in conjunction with the 1610 Strategic Lead for swimming and General Manager a programme of swimming Activities including lessons for adults, juniors, community groups, swimming pool timetables and aquatic health and activity.
- To be responsible for the line management of Swimming Teachers and ensure adequate number of teachers are deployed to run each programme.
- To maintain safe working practices to ensure the health, safety and welfare of all customers, staff and visitors during a shift through compliance with the Centre's Normal Operating Procedures (NOP) and Emergency Action Plan (EAP) as required.
- Ensure that key financial and HR policies and procedures are being followed within the contract and relevant reports are collated and submitted in a timely manner.
- When required be responsible person for day-to-day operational running of the facilities, to maintain high standards of cleanliness and visual presentation of the Centre in accordance with 1610 standards.

Main Responsibilities and Duties:

- Ensures that the swimming lesson programme closely follows guidelines set by the Swim England.
- Deploy staff to ensure adequate shift staffing levels.
- Assists recruitment, training, performance and line management of all swimming teachers , ensuring staff are aligned to the DNA and values of 1610.
- Ensures that appropriate booking and waiting list systems exist to record attendees or those waiting for spaces on each lesson and to be responsible for 'promoting' children to progress from one set of lessons to another.

- Play an integral part in developing a 'more than you expect' and 'can do' ethos that ensures the development of high quality customer experience and service standards across the contract or area of business.
- Actively engages with the marketing department to ensure there is a planned approach to customer communications, retention and growth.
- Engages with key strategic managers to assist in the development of and roll out of strategies that drive participation in physical activity and health and wellbeing initiatives that are commercially viable and sustainable.
- Work closely with the General Manager to develop and monitor budgets for the swimming lesson programme.
- Work closely and collaboratively with the Wellness Coordinator to develop aquatic health, and fitness activities and cross centre activity promotion.
- Ensures the right amount of 'water' space is reserved for a range and type of programmes
- Acts as a point of contact for parents and carers who may have questions with regard to swimming lessons.
- In conjunction with the 1610 Strategic Lead for swimming writes appropriate QMS work instructions for the lesson programmes and teaching staff to follow and assists in the achievement of any key accreditations.
- Liaises with local school co-ordinators to organise school lesson programmes. Arranges Service Level Agreements and Swimming Teachers to be available as required.
- Liaises with local swimming clubs for continual development of swimmers from the centre programme to higher competition levels.
- Write, review and develop the swimming pool timetables and ensure these are adequately communicated to customers, colleagues and partners,
- Purchases and subsequently arranges the selling of swimming awards.
- Supports the Centre Management Team with all aspects of health and safety relevant to the post, including risk assessments and pool safety operating procedures and to consider the Health and Safety of staff employed to teach swimming.
- Uses appropriate administrative methods and IT to carry out role.
- Ensures compliance with the health and Safety at Work Act 1974 and all subsequent legislation. Ensures that Normal Operating Procedures and Emergency Action Plans are adhered to, to ensure the smooth running of delivery at all times.
- Comply with the requirements of the Data Protection Act and GDPR 2018 i.e. it is the responsibility of individual staff members to protect data and to take all reasonable steps to ensure all data is kept securely.
- Attends staff training and management meetings and actively take part in any relevant staff development programmes and employee reviews.
- Ensure that usage targets are met for swimming related activities.

- Is responsible for the achievement of KPI's for swimming related activities.
- Comply with the 1610's policies and procedures including Quality Assurance, Health and Safety Legislation, Safeguarding Children and Vulnerable Adults and those covering all aspects of Equality and Diversity.
- A hand on approach to management and lead by example. Carry out the duties of a duty manager by taking on duty manager shifts as required by line manager.
- Any other duties reasonably requested; this may include other areas of the business.

Equality and Diversity:

We love people from all walks of life - and all runs, jumps and swims of life, too. Every body is different, and so is every day, because every day at 1610 all kinds of people try new things and set new goals. That means that all our colleagues must show inclusive behaviours, practices and attitudes at all times so that every potential customer feels welcomed, valued and able to make use of all our programmes and facilities.

All our colleagues will support the social, emotional, physical and well-being of each customer's activity every time they visit.

Person Specification:

Essential:

- Level 2 Swimming Teaching Qualification
- Minimum of 5 GCSE passes at Grade C or above (including English and Maths) – or equivalent.
- ICT literate, with an ability to produce spread sheets collate information and prepare statistical reports.
- Experience of supervising/managing in a pool environment (Public or private sector).
- Excellent communication and interpersonal skills, together with tact and diplomacy for working with managers, staff, instructors and external companies and agencies. Ability to handle conflict and confidential matters appropriately.
- High levels of self-motivation, ability to prioritise workload, meet targets and deadlines and, as necessary and when appropriate know when to seek advice.
- The post requires a sound knowledge of swimming instruction practice, SE guidelines and a practical knowledge of the leisure industry.
- Embrace and demonstrate the 1610 values of:
 - Showing diversity
 - Inspiring others
 - Going the extra mile
 - Bringing ideas to life

Desirable:

- 3 day First Aid at Work Qualification
- Parent and Child Water Activities qualification.
- Experience managing budgets
- National Pool Lifeguard Qualification
- Level 3 Swimming Teaching Qualification
- Line management or working in a similar role
- Pool Plant Operators Qualification