

# South Downs Leisure

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## IDENTIFICATION OF JOB

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<b>JOB TITLE</b>	Swimming Programme Administrative Assistant
<b>JOB NUMBER</b>	TBC
<b>TEAM</b>	Swimming.
<b>WORKING BASE</b>	Wadurs Swimming Pool
<b>RESPONSIBLE TO</b>	Swimming Programme Manager & Swimming Co-ordinator

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## OVERALL PURPOSE OF JOB

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- To assist with the delivery of Aquaschool Learn to Swim Programme by providing administrative support to the Swimming Management Team.
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## MAIN RESPONSIBILITIES

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### Organisational duties

- To assist the Swimming Programme manager and Co-ordinator in the running of the Aquaschool programme.
- To assist with the provision of adequate teaching cover for all swimming lessons and coaching sessions. Administration of holiday requests and sickness absence.
- To communicate with the parents of children in Aquaschool, and adults enrolled in the learn to swim programme.

### Job Specific duties

- Provide schedules and registers for instructors.
- To enroll students onto the relevant swimming courses.
- Liaise with parents regarding enrolment and progression.
- Assist with organisation of Aquaschool events as required.
- Ensure that adequate information regarding the swimming lesson programme is available to the public.
- Order equipment as necessary including badges and certificates.
- Keep swimming teachers informed of student changes.
- To keep the Aquaschool noticeboard up to date.
- Monitor attendance, and liaise with membership team regarding payment problems in Coursepro.
- Update reception information
- Assist the Swimming Co-ordinator with schools bookings and collating assessments.

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## Customer Service

- Respond to customer enquiries via email, face to face and on the phone.
- Respond to all customer comments via e-focus in relation to swimming lessons.
- Ensure that a high level of customer service is maintained by being helpful, courteous and knowledgeable about products available across South Downs Leisure sites.
- Provide a welcoming and efficient customer service
- Seek to build customer loyalty with regular visitors

## General

- Provide a high quality service throughout all areas of work (including seeking areas of continuous improvement and development).
- To undertake other duties appropriate to the post that may be requested from time to time by the Line Management and in line with the trust policies.
- Adhere to and keep up to date with all job related Health & Safety legislation and requirements.

## Training

- SDL will provide training on Coursepro and Legend.
- SDL will provide all in-house mandatory training.

## Other

- The working hours will be 15 per week:

Mondays 15.00-18.00

Wednesday 15.00-18.00

Thursday 15.00-18.00

Friday 15.00-18.00

Saturday 08.30-11.30



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Leisure

[www.southdownsleisure.co.uk](http://www.southdownsleisure.co.uk)