
JOB DESCRIPTION

JOB TITLE	L3 Apprentice Team Leader (Swimming Programme Co-ordinator)
JOB NUMBER	TBC
TEAM	Swimming.
WORKING BASE	Splashpoint Leisure Centre & Wadurs Pool
RESPONSIBLE TO	Group Swimming Programme Manager & Operations Manager

OVERALL, PURPOSE OF JOB

- To oversee the delivery of the Aquaschool Lessons Programme, including Pre-school lessons, Aquaschool and Adult Swimming Lessons.
 - To oversee the delivery of Adult Coaching Sessions.
 - To organise the delivery of School Swimming Lessons.
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MAIN RESPONSIBILITIES

Organisational duties

- To assist with co-ordinating the team of swimming Instructors; timesheets, holiday requests and sickness cover.
- To assist with the delivery of the schools swimming programme, teacher requirements and assessments.
- To communicate with the parents of Aquaschool students.
- To assist with the recruitment and induction of swimming instructors and coaches as required.
- To assist with ongoing CPD training for all swimming instructors and coaches.
- To Manage the annual Instructor/coaches PDR & 1-2-1 meetings with the Group Swimming Programme Manager and Group Swimming Co-ordinator.
- To provide teacher assessments & feedback via 1-2-1's.

Job Specific duties

- Deliver and assist in swimming lessons as required.
- To Liaise with the Group Swimming Programme Manager in the maintenance & programming of Course Pro & investigate the feasibility of using pools to their full capacity.
- To assist with the programming of all Swimming Lessons; Pre-School, Aquaschool, Schools, Adult lessons, and Adult Coaching sessions (hire of pool, instructor requirements, swimming schedules).
- To monitor & manage progression of students through the stages of Aquaschool.
- To manage stock levels of badges, certificates, equipment and staff uniform.
- To assist the Group Swimming Programme Manager with benchmarking our swimming lessons with other swim school providers.
- To respond to all customer comments via E-focus in relation to swimming lessons.
- To act as a point of contact for Level Water lessons, including staffing, training and preparation of invoices to be passed to the Group Administration Co-ordinator.
- To assist with the management of annual swimming events.

Customer Service

- Respond to customer enquiries via email/face to face.
- 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.
- Attendance at college as per timetable issued by learning provider.

Other

- Attend meetings and actively contribute to continuous improvement of the swimming programme. Operations, Swim Team and club meetings to be attended.