

## Job Description

Service:	One Leisure
Job title:	Swimming Supervisor
Grade:	D
Hours of work:	10 hours per week
Responsible to:	Activities Manager
Responsible for driving participation in Swim lessons across One Leisure Sites, reducing waiting lists and enabling more children to have access to swim lessons in Huntingdonshire.	
Direct reports:	NA
Indirect reports:	NA
Budget:	NA

### **Purpose of Post:**

Leading the delivery of our Learn to Swim programme across our Leisure Centres driving increased participation and enabling more children in Huntingdonshire to be engaged in swimming and an active lifestyle.

To lead, manage and develop the Learn to Swim programme at each One Leisure site in line with programming excellence principles engaging with Swim Teachers and customers.

Lead ongoing recruitment of Swim Teachers to ensure programme continuity and growth.

Participate in 1-2-1 meetings with the Activities Manager focusing on plans against key metrics on participation growth and lesson occupancy.

Review the customer feedback and take ownership to resolve customer queries or complaints and check the resolution KPI is adhered to.

Utilising reporting services available to develop customer engagement into our Learn to Swim programme, increasing penetration and occupancy across the programme whilst managing cost vs budget.

Delivering the Swim Calendar including monthly focus and events.

Leading your team to deliver the One Leisure Winning Way in line with our iCare values at all times.

Working with the Activities Manager to develop excellence in programming across the Swimming, Group Exercise, and Kids Activities team.

Ensuring all Swim Teachers have the appropriate qualifications, ongoing education, memberships and insurance at all times.

Managing Swim Lesson social media and marketing and centre communications with the One Leisure Marketing Manager.

Ensuring all online booking and member app information and timetables are up to date at all times.

### Key Deliverables:

Continually review net gain as the key metric, implement a strong focus on customer experience through post booking calls and take responsibility for training customer-facing staff on the sites to Learn to Swim.

Delivering a high quality programme driven by customer feedback and best practice utilising data provided by internal systems to encourage healthy activity in the district.

Increase Swim programme Participation and Programming Occupancy whilst in line with costs vs budget.

Review Swim Lesson Programme Participation reports for attendance and occupancy and implement action plans for growth for each centre.

Organise Swim Presentation Events (3 per year) providing formal reward and recognition with report cards and badges.

Weekly and monthly feedback scores (TRP)


Compliance to the One Leisure Winning Ways.

Contribution to the centres P&L performance, attrition and live member count.

Achieving compliance against all legislative and company audits.

<b>Knowledge and Qualifications</b> (E) Essential (D) Desirable	(E) SEQ Level 2 Teaching Swimming or equivalent.
<b>Experience</b> (E) Essential	(E) Experience in Swim Lesson and aquatic programme management.

(D) Desirable	<p>Experience working in a customer facing environment, providing the highest levels of customer care.</p> <p>(D) Experience in managing and leading large groups</p>
<b>Skills and Abilities</b> (E) Essential (D) Desirable	<p>To understand and is commercially driven to use KPIs to improve commercial performance of the sites pool programme.</p> <p>Demonstrates a genuine passion and natural ability to engage with individuals and groups.</p> <p>Strong listening and collaboration skills.</p> <p>Clear and concise written and spoken communication skills.</p> <p>Ability to present written information in a structured and balanced way appropriate to the needs of the reader.</p>
<b>Decision Making and Impact on Others</b>	<p>Managing and growing the Swim Lesson offering across One Leisure to its customers, and in line with programming excellence.</p>
<b>Communication with Internal and External Customers</b>	<p>Internal customer contact: working with One Leisure corporate team, centre management, and Swim Teachers.</p> <p>Will be able to demonstrate excellent customer service skills when engaging with customers ,delivering swim lessons and seeking and responding to customer feedback</p> <p>Internal customer contact 60%</p> <p>External customer contact 40%</p>
<b>Personal Attributes and Other Requirements</b> (E) Essential (D) Desirable	<p>Team player with the confidence to be a leader and influencer.</p> <p>Ability to teach Swimming at all learning stages with natural passion and infectious personality.</p>
<b>HDC values</b>	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p>

	<p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people's differences and are considerate to their needs.</p> <p><b>Enterprising:</b> We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>
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## Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children