



1. JOB IDENTITY

Post Title:	Swimming Coordinator	Service:	Live Life Aberdeenshire
Section:	Sport & Physical Activity	Grade:	Technician G
Reports to:	High Performance Swimming Coach		

2. JOB PURPOSE

The swimming coordinator will manage the local area delivery of swimming development programmes to achieve agreed targets, specifically financial performance and participation levels, this also includes the organisation and day to day supervision of swimming instructors to ensure continuous improvement in provision, quality and customer service. First point of contact customers for the Learn to Swim Programme.

This role may require some flexible, evening and weekend working.

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation.

3. CORE RESPONSIBILITIES / DUTIES

- To manage and coordinate the facility-based operation of Swimming Development Programmes in accordance with operational procedures with a particular focus on the learn to swim programme.
- Coordination of swimming instructors and senior swimming instructors to ensure the effective delivery of the swimming development programmes, leading regular staff meetings to provide support and guidance, foster the development of ideas and develop a team approach to service delivery.
- Responsible for monitoring and reporting on the operation of the LTS programme, ensuring income and expenditure levels are maintained against agreed targets.
- Responsibility for monitoring the programme to achieve targets, deliver improvements in quality and staff satisfaction, and provide reports and KPI information as required in a timely manner.
- Responsible for monitoring and improving the customer experience towards excellence.
- Provide supervision and guidance to the local Swim Team including the approval of one-to-one discussion between swimming instructors and senior swimming instructors as part of the mentoring process.
- Work with V&A Coordinator in recruitment of swimming instructors including coordinating staff inductions and maintain staff records in relation to qualifications and CPD.
- In conjunction with swimming instructors, identify the need for any additional support, including 1:1 lessons and helper support. Ensuring these are used effectively in catering for individual participants needs.
- In conjunction with the swimming development officer, coordinate and manage the continuing professional development of swimming instructors to ensure the effective delivery of the programme.

- Assist in the development of LTS operational and teaching guidelines, including assisting in updating risk assessment specific to LTS and ensuring they are adhered too.
- Assist in the development of the SWIM Aberdeenshire brand and the promotion of the Live Life Aberdeenshire vision.
- Responsibility for opening/closing one or more buildings with keys, checking windows, switching on alarm systems where applicable including monitoring of individuals and/or physical resources entering and leaving premises

4. QUALIFICATIONS AND TRAINING

- Essential:**
- SVQ 3 or professional qualification in administration and IT or the ability to demonstrate an equivalent level of vocational training, specifically MS Word and Excel.
 - Customer care (including customer care for challenging customers) or the ability to complete this training within six months.
- Desirable:**
- SSTQ or ASA/STA UKCC Level 1 or above
 - National Pool Lifeguarding Qualification (NPLQ)
 - Evidence of relevant and up to date CPD

5. EXPERIENCE

- Essential:**
- Experience of administering a large learn to swim scheme (or similar progression-based programme).
 - Working with the public, dealing with challenging customers, conflict resolution and an ability to have challenging conversations.
 - Experience of coordinating staff rotas.
- Desirable:**
- Experience of teaching swimming to a range of ages and abilities.
 - Effective use of Gladstone Learn2 to administer swimming lessons
 - Experience of line managing staff.

6. KNOWLEDGE AND SKILLS

- Essential:**
- A natural enthusiast, you will be positive, articulate and deliver outstanding customer service.
 - Excellent organisational skills with an ability to prioritise tasks, meet deadlines and work on own initiative.
 - Ability to influence and negotiate with individuals and groups with positive outcomes.
 - Demonstrate leadership skills and work cohesively within a team environment.
- Desirable:**
- Knowledge of the wider swimming environment including competitive swimming and other disciplines (synchro, diving, water polo and open water)

7. ADDITIONAL REQUIREMENTS

Driving Compliance	Not applicable to this post
Politically Restricted	Not applicable to this post