

JOB DESCRIPTION

Job Title	Aquatics Officer - Programming
Job Reference Number	YT2422
Closing Date	Sunday 5 May 2024
Interview Date	Saturday 20 May 2024
Location	Your Trust Leisure Centres
Pay Band	Band 4, £27,975 – £31,641 per annum (pro-rate for part time)
Hours of Work	30 hours per week
Accountable To	Aquatics Manager
Accountable For	Not Applicable
Special Conditions	The post-holder is expected to be flexible to ensure that the needs of the business are met at all times and evening, weekend and Bank Holiday working will be required as directed by the service. All positions are subject to a DBS Check appropriate to the role.

1. PURPOSE OF THE JOB

The purpose of the job is to provide a professional, efficient and high quality service to customers of Your Trust. This includes being responsible for delivering a comprehensive and responsive support service to users of the School and Swim Academies, ensuring compliance is in line with statutory and legal requirements and policies and procedures, assisting with the operational delivery of the Aquatics Programmes and working with the Aquatics Management Team to deliver a range of lessons and activities whilst standards and quality are maintained at all times.

2. DUTIES AND RESPONSIBILITIES

- a) To be responsible for all administrative and support processes within the Aquatic Team including administering the Oncourse System, managing payments and enquiries, providing reports, monitoring of incoming communications and managing and maintaining enquiry lists for additional aquatic disciplines;
- b) To support the Senior Customer Service Assistants with all Swim Academy administrative processes under their remit including monitoring of Swim Academy Inbox and distributing enquiries and leads as appropriate;
- c) To lead on administering of the Oncourse System including building payment plans, levels, classes and managing triggers/notifications;
- d) To update and programme the Oncourse System for all sites with a range of aquatic activities including holiday programmes, term time lessons and other related

programmes and events;

- e) To be responsible for the monitoring of swimming lesson payments and liaise with Membership Support and Senior Customer Service Assistants for any Swim Academy membership plan problems;
- f) To run weekly occupancy reports and make necessary changes to the Swim Academy Programme across all sites and monitor swimming lesson movements;
- g) To ensure each venue has available swim assessments;
- h) To prepare marketing briefs for intensive holiday programmes including social media assets and email campaigns;
- i) To support the Aquatics Team with the monitoring and improving all administrative and support tasks to ensure they continue to meet the needs and demands of users and that the School and Swim Academies Programmes present a positive and professional image of Your Trust;
- j) To support the Aquatic Officers in the monitoring of Swimming Teacher observations and audits and with pool side support, team teach and peer teacher assessments;
- k) To support the Aquatic Officers to implement the delivery of water safety sessions in line with the National Curriculum Awards and ensure KS2 Swimming Reports completed as required by the Department for Education;
- l) To contribute to and carry out mentoring for new and existing team members to build an inspired, knowledgeable and well trained team;
- m) To act as a Trainer for RLSS and STA for ongoing training and courses;
- n) To be polite, friendly, courteous and helpful at all times and deal with basic enquiries from customers and members of the public appropriately;
- o) To undertake other such duties and responsibilities of an equivalent nature as may be determined by Line Manager including providing cover as necessary in the absence of staff.

3. ADDITIONAL DUTIES

- a) Data Quality - To ensure that Your Trust policy and procedures in respect of GDPR and Data Quality are adhered to consistently and at all times in respect of any data collected or used in the planning and delivery of services.
- b) Equality & Diversity - To work in accordance with Your Trust policy and procedures relating to the promotion of equality and diversity and to ensure that these are effectively and pro-actively applied in the delivery of all facilities and services.

- c) Health, Safety and Welfare - To be responsible for the health, safety, and welfare of self and other persons who may be affected by job holder's actions or omissions whilst at work. Additionally, be responsible for maintaining and implementing the requirements of the Health and Safety at Work Act and for the execution of any duties and responsibilities attached to the job within the company's health and safety policy and procedures. A high standard of personal hygiene and personal presentation is required at all times.
- d) Performance Management - To promote and practice a performance management culture within all facilities and services, including the setting and achieving of team and individual performance targets and the implementation of robust monitoring, evaluation and reporting systems.
- e) Relationships - To promote positive working relationships with all internal and external parties.
- f) Training and Development - To participate in any training initiatives in relation to the duties of the post and ensure that personal qualifications are kept valid via attendance on training as provided by the service as reasonably practicable.

PERSON SPECIFICATION

Note to Applicants

The **Essential (E)** criteria are the qualifications, experience, skills or knowledge you must show you have to be considered for the job.

The **Desirable (D)** criteria are used to help decide between candidates who meet all the Essential criteria.

If the **Identified By** column says **Application Form (A)** you must include in your application information to show how you meet the criteria using examples from paid/voluntary work or Education. If the column says **Interview (I)** this will be discussed at this stage.

Qualifications and Experience	Essential / Desirable	Identified By
Qualified to GCSE Level 3 / Grade C or above in Maths and English or equivalent or qualified by experience	E	A / I
Qualified to Level 2 STA Swimming Teachers Award or Certificate or Swim England Qualification Level 2 Teaching Swimming and experience of teaching swimming at a variety of levels and with all ages	E	A / I
Experience of working in a customer focused environment with a focus on dealing with telephone enquiries	E	A / I
Experience of working in an office administration or project support environment	E	A / I

Qualifications and Experience	Essential / Desirable	Identified By
Experience of using manual and computerised administrative support systems	E	A / I
Experienced in analysing, reconciling and presenting administrative information in a clear and logical manner	E	A / I
Qualified to Level 2 or equivalent in Business Administration, Customer Care or similar subject	D	A / I
Holds RLSS Trainer Assessor or STA Tutor Status or equivalent or demonstrate commitment and ability to achieve within 3-6 months	D	A / I
Hold Internal Quality Assessor or equivalent or demonstrate commitment and ability to achieve within 3-6 months	D	A / I
Hold Level 3 Certificate in Adult Education or equivalent	D	A / I

Skills and Knowledge	Essential / Desirable	Identified By
Proven ability to develop positive relationships with stakeholders, partners and members of the public including effective management of compliments and complaints	E	A / I
Friendly, outgoing person who likes to work with different clients	E	A / I
Must be proactive, enthusiastic and have good organisation skills and be able to prioritise and deliver high quality work to deadlines with minimal supervision	E	A / I
Knowledge of computerised aquatics systems including data input, monitoring and reporting	E	A / I
Excellent standard of aquatic knowledge and demonstrable confidence in promoting these	E	A / I
Knowledge of school and swim academy programming, standards and requirements	E	A / I
Ability to co-ordinate tasks to deliver activities and events smoothly and to deadlines	E	A / I
Excellent communication; both oral and written and excellent interpersonal skills	E	A / I
Excellent IT skills (Word, Excel, Outlook)	E	A / I
Excellent time management skills	E	A / I
Awareness of health and safety	D	A / I
Awareness of Safeguarding	D	A / I

Special Working Conditions	Essential / Desirable	Identified By
Able to work flexibly including evenings, weekends and Bank Holidays	E	A / I

Special Working Conditions	Essential / Desirable	Identified By
Demonstrate commitment to Your Trust values of curiosity passion and trust	E	A / I
High standards of personal presentation and appearance	E	A / I
Full UK driving licence or ability to travel around the borough	E	A / I

Post Holder Name	
Post Holder Signature	
Date	

Version: April 2024

Completed By: Aquatics Manager