

Aquatics Program Co-Ordinator

Department:	Infrastructure, Housing and Environment	
Division:	Sport	
Reports to:	Senior Operations Manager – Wet Facilities	
JE Reference:	IHE1131	
Grade:	Civil Service 8	JE Date: 28/3/2022

Job purpose

Co-ordinate, administer, promote and develop balanced aquatics programs that encourage participation and inspire islanders to live healthy lifestyles whilst maximising use of available facilities. and the natural environment.

Ensure the delivery of high-quality aquatics programmes for up to 50 weeks of the year across the Government's pool facilities and lead on retail activity. Achieve and maintain Swim England Accredited Learn to Swim Provider status and be key centre contact for Swim England Qualifications responsible for compliance with approved training centre policies and standards.

Job specific outcomes

Be responsible for programming swimming lessons within the Swim England learn to swim framework, book and allocate learners to classes, capturing required data, and following assessment and process payments using sports relating IT systems. Manage the waiting list for prospective customers. Provide varied aquatics programmes for both children and adults. Be in attendance at the start of each term to welcome new learners.

Source the appropriately qualified resources, working with the Duty teams to deliver the timetable with either Swimming Teachers or shift Leisure Assistants where appropriate to do so, teach swimming in the event of unplanned absence. Agreeing the terms for self-employed swimming teachers in line with safer recruitment guidelines, ensuring appropriate checks are conducted, issuing and monitoring contracts for service. Manage the budget for and process service claims. Chair teacher meetings on a termly basis. Establish protocols for delivery standards including uniform and presentation.

Communicate effectively with the Business development team regarding the planned activities, and changes to planned activities, in order to secure marketing resources required to deliver successful programs and ensure a consistent customer experience at all online and offline touchpoints..

Support and encourage swimming teacher to provide termly feedback on learner progress through Home Portal. Capture survey feedback and exit questionnaires in order to signpost swimmers on their progression pathway.

Demonstrate robust management of programme delivery in order to achieve and maintain Swim England Learn to Swim Accreditation. Agree targets with the Operations Manager for Wet Facilities. Plan, monitor and review progress to achieve agreed targets.

Support the operational teams in the review of the pool safety operating procedures. Write activity risk assessments and safe systems of work for use of aquatics equipment. Write, develop and update policies relating to both Swim England Learn to Swim Accreditation and Swim England Qualification compliance. Collate evidence for external audits and reviews by Swim England. Report on outcomes and implement recommendations for improvement.

Act as the Key Centre contact for Swim England Qualifications. Attend standardisation events with other Swim England Approved Training Centres. Recruit Swim England tutors, internal verifiers and external quality assurance and verification service providers.

Provide a full administrative service in relation to provision of Swim England Qualifications and continuous professional development, processing awards of professional qualification achievements. Maintain records in accordance with Government retention policies.

Maximise income opportunities through continually reviewing market trends and monitoring the performance of programmed activities, to both the Operations Manager and Business Development Manager, and client demand as well as gathering feedback from customers, teachers and colleagues to formulate recommendations for changes as necessary to equipment or programs, reporting in relevant feedback systems. Ensure the programs meet agreed capacity and income targets and report against key performance indicators.

Engage with suppliers to procure stock items, ensure stock rotation, stock takes and pricing levels against an agreed budget. Purchase equipment for aquatic and classroom delivery. Arrange travel for visiting tutors. Ensure relevant financial data is recorded accurately onto key systems.

Create balanced aquatic programs / timetables for the Swim School activities that think ahead and reflect the changing needs of organisation and customers over the course of each year, working with the Operations Managers, Duty Managers and the Business Development Team to coordinate resources whilst taking account of other annual activities such as swim galas, public usage, planned maintenance as well as other works and events.

Develop customer engagement strategies, working closely with the Business Development team to promote aquatic programs, informing marketing plans and activities. Act as an ambassador for the division by supporting activities at trade fairs and shows and other promotional events.

Liaise with the Operations Managers to ensure competency is maintained through CPD to deliver high standards and a quality service. Monitor the performance of all teachers to ensure consistently high-quality customer care and standards at all times to all members. Proactively reporting any performance issues to the Duty Manager should they arise to be dealt with efficiently and effectively.

Maintain positive relationships with the relevant associations to ensure all qualifications of teaching are up to date and that the programs delivered are aligned to relevant curriculums, award schemes or awarding bodies.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Services

- Aquatic Program Co-Ordination

Organisation chart

TBC

Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<p>A Level 4 qualification, in a relevant Administration, Sports or Customer Service discipline. Qualified Swimming Teacher (ASA/Swim England)</p> <p>RLSS National Pool Lifeguard Qualification</p> <p>IOSH Managing Safely or equivalent</p>	<p>RLSS National Pool Lifeguard Trainers Assessor</p> <p>Aqua Aerobics Instructor</p> <p>Open Water Swimming Coach</p> <p>SEQ Level 3 Swim</p>
Knowledge	<p>Knowledge of a range of Learn to Swim options and Aquatic Courses. Knowledge of professional qualification delivery and awarding body compliance</p> <p>Sports and Leisure related IT Packages</p> <p>Up-to-date knowledge of Local and UK Health and Safety standards and their application in the Sports Directorate.</p>	<p>Knowledge of GoJ H&S policies and their application in the Sports Directorate</p>
Technical / Work-based Skills	<p>Acceptable level of the English Language</p> <p>Ability to travel between sites in a reasonable timeframe.</p>	<p>Full Clean driving license</p>
General Skills/Attributes	<p>Strong interpersonal skills and the ability to deliver quality customer care.</p> <p>Strong Relationship management and negotiation skills</p> <p>Excellent team player, observant and diligent.</p> <p>Excellent organisational, numeracy and written skills</p>	
Experience	<p>At least 2 years' experience working in a similar environment managing Swim-School</p> <p>Ability to understand and apply safeguarding awareness / protocols.</p>	<p>Experience managing budgets and working to targets</p>

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 5 core accountabilities attributes and behaviour indicators.

Organisational structure

One Government Departments



Additional job information

The following sections are included to ensure that a complete picture of the job can be gained for job evaluation purposes. The requirements of the job are summed up in the preceding sections; nothing in the following sections should sit at odds with the earlier information.

Contextual Information

Communication and Relationships

Tell us about the skills required by a typical post-holder to communicate, establish and maintain relationships and gain the cooperation of others. Let us know the skills required to motivate, negotiate, persuade, make presentations, train others, empathise, communicate unpleasant news sensitively and provide counselling and reassurance. You should also include any difficulties involved in exercising these skills.

Analytical Skills

Please describe the analytical and judgemental skills required to fulfil the requirements of the job. Consider any requirements for analytical skills to diagnose a problem or situation, or to understand complex situations or information, and judgemental skills to formulate solutions and recommend/decide on the best course of action.

Planning & Organisation

Please tell us about the planning and organisational skills required to fulfil the job responsibilities. You should include a description of the skills required for activities such as planning or organising services, departments, rotas, meetings, conferences, events and for strategic planning. Please reference the complexity and degree of uncertainty involved in these activities. Include details of the length of typical planning horizons.