

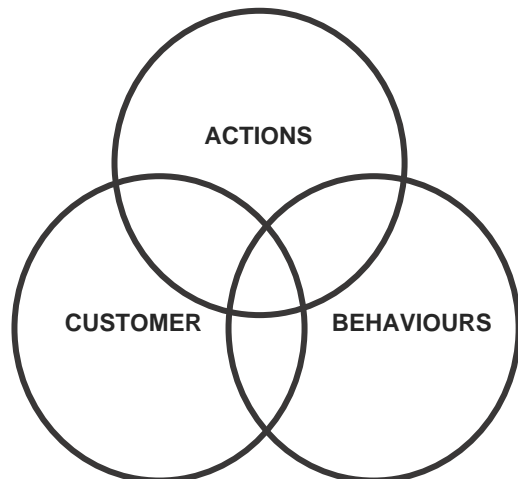
JOB DESCRIPTION

POST:	Aquatics Coordinator
JOB PURPOSE:	To provide a high quality learn to swim and school swimming experience for customers. The role will work with both development and operational staff to assist in the design, delivery, and evaluation of a safe and operationally efficient aquatics programme.
RESPONSIBLE TO:	Head of Business Development (Line Manager) / General Manager (Support) / Head Swimming Coach (Support)
SALARY:	Grade 06, SCP 25 - 29
KEY RELATIONSHIPS:	Swim Wales, City of Newport Swimming and Waterpolo Club, Local Authority, Newport Live Departments incl. Sales, Marketing, Operations and Community Sport & Wellbeing Teams, Newport Live customers, and target audiences and other external organisations and partners.
BASE LOCATION:	Head Office: The Regional Pool & Tennis Centre, requirement to work at all Newport Live facilities, as necessary
MANAGEMENT RESPONSIBILITY:	Swimming Teachers and Aquatic Volunteers

I will be successful in my role when:

- All my key operational responsibilities are consistently delivered to a high standard.
- I achieve all key performance indicators specific to my role.
- I role model the behavioural values of Newport Live through my performance.
- I work collaboratively across departments and service areas to deliver exceptional customer service to Newport Live's customers.
- Through my performance and passion, I inspire people to be happier and healthier.

HOW MY PERFORMANCE IS MEASURED



DISCLOSURE AND BARRING:

This post may result in you having contact with children, the elderly, sick or disabled. Newport Live, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those this would normally be regarded as spent. You must complete the relevant section on the application form, applications will be returned if this section is incomplete. If successful in your application, you will subject to a Disclosure and barring check.

OPERATIONAL RESPONSIBILITIES:

- 1** To lead and provide line management to the swimming teacher team, personally demonstrate consistently high standards in all that you do, and always role model the highest standards of behaviour to other colleagues and customers.
- 2** To have a comprehensive understanding of the Swim Wales Learn to Swim Pathway and School Swimming (Nofio Ysgol) framework, and its application in practical setting
- 3** To ensure all systems, work practises, standards and administration processes connected to the Learn to Swim and School Swimming initiatives are maintained in accordance with programme requirements.
- 4** To actively deliver for 50% of your time on aquatic programmes (inclusive of School Swimming and Learn to Swim) per week, in addition where required short term and urgent cover for sickness, annual leave and any other sessions to ensure business continuity.
- 5** Work in collaboration with General Managers, Head Swimming Coach and Business Development colleagues to identify, develop and implement other pool-based activities to increase overall pool utilisation and maximise income opportunities.
- 6** Work in collaboration with the Head Swimming Coach on the transition pathway from learn to swim and school swimming through to performance and excellence swimming within the City of Newport Swimming and Water Polo Club.
- 7** Accountable for using Newport Live CRM solutions effectively to build lessons and assign teachers, in addition to working with Customer Services and Reception Teams to ensure places are maximised and movements take place.
- 8** Continually review occupancy and attendance within the learn to swim programmes, liaising with the General Manager on possible changes to the timetable to maximise commercial opportunities.
- 9** Lead on the identification and recruitment of swimming teachers to ensure and maintain sufficient staffing levels for all learn to swim and school swimming sessions.
- 10** Lead and implement actions from the regular quality assurance of the Learn to Swim and School Swimming programmes ensuring swimming teachers are providing high quality and progressive lessons.
- 11** Work with the Head Swimming Coach to create an open and innovative learning environment of CPD opportunities for swimming teachers, providing opportunities to attend internal and accredited training.
- 12** Lead the delivery of pool-based activity during holiday periods.
- 13** Responsible for the submission of qualitative and quantitative performance data of the Free-Swimming investment in Newport, including attending meetings when required.
- 14** Ensure all provisions are delivered safely and effectively in line with both Newport Live and the governing body's guidance and best practice.
- 15** Establish and maintain excellent relationships with our customers and potential customers, handling and escalating complaints where appropriate.

- 16** Responsible for the effective line management, including appraisals and performance of Swimming Teachers and other related Aquatic Deliverers, including Aquatic Volunteers.
- 17** Develop other pool-based opportunities (e.g., Events, Rookie Lifeguard, Challenge, Masters Swimming) attracting external funding for targeted groups to ensure financial viability of programmes.
- 18** Accountable for stock check and condition of pool-based equipment (e.g., floats etc.)
- 19** To work with the Business Development Team to identify potential grant funding opportunities for aquatic sports and develop business cases, draft bids and introduce new initiatives when successful.
- 20** Ensure that all policies and plans are always adhered to including the Safeguarding, Health & Safety, Code of Conduct, and all other Newport Live policies
- 21** To be a role model and ambassador for Newport Live with an adaptable proactive approach, creating an environment in which you champion professionalism, honesty and integrity as you interact with your team, the wider organisation, stakeholders and customers.
- 22** Undertake any other duties, commensurate with the grade of the post, as directed by the line manager

The person undertaking this role is expected to work within the policies, ethos and aims of Newport Live and to carry out such other duties as may reasonably be assigned by the Chief Executive of Newport Live. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed. The post holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.

AQUATICS COORDINATOR – PERSON SPECIFICATION

Area	Essential	Desirable
Qualifications	<p>1.1 Hold a current SEQ Level 2 Teaching Swimming qualification (A)</p> <p>1.2 Hold a Bubbles and Splash Masterclass qualification (A)</p> <p>1.3 Up to date first aid qualification (A)</p>	<p>1.4 Hold an SEQ Level 3 Swim Coordinator qualification. Working towards will also be considered (A)</p> <p>1.5 Hold an Assistant or Swim Coach qualification (A)</p> <p>1.6 Educated to degree level or two years' experience in a management role, achieved working in sport, leisure, education, well-being, or physical activity. (A, I)</p>
Knowledge, Skills & Competencies	<p>2.1 Understand the principles and practises of swimming and aquatic pathways, effective programme development to maximise participation. (A, I)</p> <p>2.2 Extensive knowledge of the Learn to Swim and School Swimming programme (A,I)</p> <p>2.3 Knowledge and understanding of Child Protection Policies and Procedures in a swimming pool environment (I)</p> <p>2.4 Possess a working knowledge of the swimming development continuum and its application within a local authority, Club and Competition environment (I)</p> <p>2.5 Ability to communicate effectively, both verbally and in writing (A/I)</p> <p>2.6 Ability to set priorities, plan the process of work and manage competing demands on time. (I)</p> <p>2.7 Extremely strong interpersonal abilities and someone who is approachable to members and other employees at all times (I)</p>	<p>2.8 Demonstrate the ability to communicate effectively. (A, I)</p> <p>2.9 Demonstrate delivery of excellent customer care. (A, I).</p> <p>2.10 Ability to communicate effectively using the Welsh Language (A)</p>
Experience	<p>3.1 Minimum of two year's experience of working within an Aquatics environment (A)</p> <p>3.2 Experience of working with young people, adults and volunteers in a aquatic's environment (A,I)</p>	<p>3.7 Experience in monitoring and maximising income opportunities for swimming programmes (I)</p> <p>3.8 Experience of working with Point of sale and or business/ aquatic intelligence systems (A,I)</p>

	<p>3.3 Experience of promotion and marketing of swimming or aquatics programmes (A,I)</p> <p>3.4 Experience of managing programmes, budgets, staffing resources (A,I)</p> <p>3.5 Proven planning and partnership working with agencies including schools, National Governing Bodies of sport, Sport Wales and voluntary clubs. (I)</p> <p>3.6 Experience of swim teaching at participation and competitive level (A,I)</p>	
Personal Attributes	<p>4.1 Self-motivated and enthusiastic (I)</p> <p>4.2 Reliable and punctual (I)</p> <p>4.3 Enthusiastic swimming professional with a passion to share sound and appropriate knowledge in support of others (A/I)</p> <p>4.4 Ability to communicate with people in a way that puts them at ease, applies empathy, understanding and support (A/ I)</p>	
Other	<p>5.1 The ability to work unsociable hours, often working evenings and weekends (A/ I)</p> <p>5.2 Understand and demonstrate a willingness to promote positively the Equal Opportunities Policy of Newport Live (I)</p>	<p>5.3 A full driving licence with Business Class insurance (A/I)</p>

Method of assessment (* M.O.A.)

A: Application form (including shortlisting)

C: Certificate

E: Exercise

I: Interview

P: Presentation

T: Test

AC: Assessment Centre