

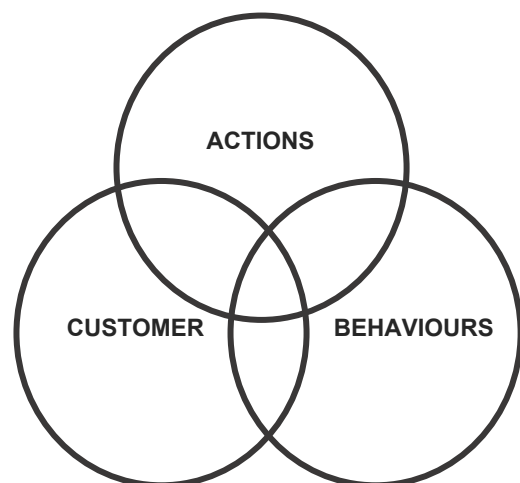
JOB DESCRIPTION

POST:	Aquatics Manager
JOB PURPOSE:	To provide a high-quality Aquatic opportunity for customers with particular attention to Learn to Swim and School Swimming programming. 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 all Newport Live pools.
RESPONSIBLE TO:	Head of Business Development (Line Manager) General Manager (Support) Head Swimming Coach (Support)
SALARY:	Grade 07 (SCP 29-33)
KEY RELATIONSHIPS:	Swim Wales, City of Newport Swimming and Waterpolo Club, Local Authority, Newport Live Departments incl. Customer Services, 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:	Aquatics Team: 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 be subject to a Disclosure and barring check.

OPERATIONAL RESPONSIBILITIES:

- 1** Provide day to day leadership and management to the Aquatics Team (Swimming Teachers) and to be the finest ambassador of Newport Live at all times. Personally demonstrate consistently high standards in all that you do and role model the highest standards of behaviour to other colleagues and customers at all times.
- 2** Create, own, deliver and review annual Aquatics Business Plan with particular attention to the Learn to Swim Pathway and agreed targets and KPI's that contribute to the overall business plans of Newport Live.
- 3** To manage the Aquatics budget, human resource and be accountable for the commercial performance of the Aquatics programmes, including the procurement of equipment and staff training whilst ensuring cost effective planning and resource allocation.
- 4** To regularly review and report on the participation and financial performance of the Learn to Swim and School Swimming programmes and other aquatic initiatives.
- 5** 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.
- 6** Utilise business software solutions to maximise customer retention, occupancy, develop new initiatives and achieve sales and business targets. Communicate targets and performance to all colleagues on progress, ensuring that systems are utilised to their potential.
- 7** Continually review occupancy and attendance within the learn to swim programmes, proactively liaising with facility Managers, Marketing and Customer Services teams on possible changes to the timetable to maximise commercial opportunities.
- 8** Lead the Newport Live Aquatics offer including associated marketing, promotion, sales and retention to drive engagement and utilisation, working with suppliers, industry experts and industry peers to develop and introduce new and innovative products and programming.
- 9** To have a comprehensive understanding of the Swim Wales Learn to Swim Pathway and Nofio Ysgol (School Swimming) frameworks, ensuring all systems, work practises, standards and administration processes are maintained in accordance with programme requirements.
- 10** 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.
- 11** To actively deliver on aquatic programmes, in addition where required provide short term and urgent cover for sickness, annual leave and any other sessions to ensure business continuity.
- 12** Work in collaboration with facility managers to ensure lessons remain operational, being proactive at sourcing cover solutions and reducing the risk of programme cancellation and maintaining business continuity.

- 13 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.
- 14 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.
- 15 Create an open and innovative learning environment of CPD opportunities for swimming teachers, providing opportunities to attend internal and accredited training, or peer mentoring.
- 16 Ensure all provisions are delivered safely and effectively in line with both Newport Live and the governing body's guidance and best practice.
- 17 Establish and maintain excellent relationships with our customers and potential customers, handling and escalating complaints where appropriate.
- 18 Responsible for the effective line management, including appraisals and performance of Swimming Teachers and other related Aquatic Deliverers, including Aquatic Volunteers.
- 19 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.
- 20 Accountable for stock check and condition of pool-based equipment (e.g., floats etc.)
- 21 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.
- 22 Ensure that all policies and plans are always adhered to including the Safeguarding, Health & Safety, Code of Conduct, and all other Newport Live policies
- 23 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.
- 24 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. 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.

PERSON SPECIFICATION
AQUATICS MANAGER

Area	Essential	Beneficial
Qualifications	<p>1.1 Current SEQ Level 2 Teaching Swimming</p> <p>1.2 Up to date first aid qualification</p>	<p>1.3 Bubbles and Splash Masterclass <i>or willing to work towards</i></p> <p>1.4 SEQ Level 3 Swim Coordinator <i>or willing to work towards</i></p> <p>1.5 Assistant or Swim Coach qualification</p> <p>1.6 Educated to degree level or demonstrable experience in a management role</p>
Knowledge, Skills & Competencies	<p>2.1 Understand the principles and practises of swimming and aquatic pathways, effective programme development to maximise participation</p> <p>2.2 Extensive knowledge of the Learn to Swim and School Swimming programme</p> <p>2.3 Knowledge and understanding of Child Protection Policies and Procedures in a swimming pool environment</p> <p>2.4 Possess a working knowledge of the swimming development continuum and its application within a local authority, Club and Competition environment</p> <p>2.5 Ability to communicate effectively, both verbally and in writing</p> <p>2.6 Ability to set priorities, plan the process of work and manage competing demands on time</p> <p>2.7 Extremely strong interpersonal abilities and someone who is approachable to members and other employees at all times</p>	<p>2.8 Demonstrate the ability to communicate effectively</p> <p>2.9 Demonstrate delivery of excellent customer care</p> <p>2.10 Ability to communicate in Welsh</p>
Experience	<p>3.1 Demonstratable experience of working within a management role</p> <p>3.2 Working with young people, adults and volunteers in a aquatics environment</p>	<p>3.7 Monitoring and maximising income opportunities for swimming programmes</p> <p>3.8 Working with Point of Sale and/or business/ aquatic intelligence systems</p>

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