

Sheffield City Trust



Job Description

Job Title: Assistant Swimming Teacher

Responsible To: Aquatic Sports & Activity Supervisor

Place of Work: Based at a particular venue, but may be required to work at any other site where the Company operates should the need arise

Purpose of Job: To provide a consistently high standard of service through teaching of swimming to all customers enrolled on the Company's swimming lesson programme.

To provide a quality system of course administration

Key Responsibilities:

1 Core Values

- To promote the Company's Core Values through personal behaviour and by challenging behaviour in others that is contrary to the Core Values.

2 Customer

- To ensure that Service Magic standards are utilised and that every member of the team is focused on providing customers with a positive experience.
- To assist the teaching of swimming as per the swimming lesson schemes and in line with the Swim England framework.
- Offer an excellent level of internal/external customer service, dealing with all enquiries and comments in accordance with the companies customer care policies.
- Offer guidance and feedback to all customers regarding the programme of participants on the swimming lesson scheme.
- To establish and maintain excellent relationships with customers and potential customers, handling and escalating complaints if appropriate.

3 People

- To work as a member of the aquatic team, working pro actively with other members of staff both in aquatics and all other areas of the business.
- To support Swimming Instructors in the delivery of sessions according to the programme timetable.
- To follow instruction from the Level 2 teacher who has responsibility for the classes

- To ensure that on a day to day basis you are fully aware of your working obligations and that you are both reliable and punctual for your allocated shifts.
- Attendance at both meetings and training will be obligatory; however non attendance will be at the discretion of the Swimming Lesson Co-ordinator or Line Manager.
- To ensure that CPD (Continuous Professional Development) credits are kept up to date. Courses will be done in the instructors own time. The company will pay for the actual cost of achieving 1 years credit. A minimum of 3 credits is required every 5 years (subject to ASA ruling). All other training will be at the discretion of the Centre's General Manager.

4 Financial

- To assist in the delivery of realistic financial objectives ensuring measures are in place to achieve the agreed budget.

5 Business Development

- To continually attract new customers and events to the venue so that income and profit figures are achieved.
- To deliver repeat customer business through the effective day to day running of the aquatic operations and the delivery of the Health and Safety Policy.
- To provide feedback and statistical information to the management team on the swimming lesson scheme.

6 Operations

- To ensure the smooth running of the day to day operation, at a reasonable cost, so that customers are satisfied with the service and budgets are not exceeded.
- To support Swimming Instructors when planning and preparing lessons and schedules for all classes within the swimming lesson scheme.
- To be responsible for the equipment set up, take down and security where appropriate.
- To assist with changeover times between lessons, ensuring children are entering and leaving the poolside correctly as well as managing the safety of the children until they are reunited with parents/guardians.
- To assist with the assessing of children in line with the Swim England framework.
- To assist on poolside when children are late or require a toilet trip by ensuring safety of children at all times and contacting parent where required

7 Key Performance Indicators

- To assist in the delivery of all key performance indicators for the venue as set out in the Corporate Plan.

8 Health and Safety

- To ensure that the centre complies with all current Health & Safety Legislations

- To report immediately any areas of concerns to either a Line Manager or Duty Manager.