

Role Profile

Post Title:	Aquatic Participation Co-ordinator
Grade:	AP1

Role Definition

To coordinate, control and monitor the day to day aquatic development programme, Learn to Swim programme, one to one lessons and other aquatic activities such as Rookie Lifeguard, synchronised swimming, water polo etc, administer the Learn to Swim booking system and deal with any customer enquiries.

Key Tasks and Responsibilities

Role Specific Tasks and Responsibilities

1. To promote, develop and deliver the KA Leisure Learn to Swim programme, School swimming, early years swimming and one to one lessons.
2. Ensure adequate staffing is in place to deliver aquatic programmes.
3. To manage Aquatic Team delivery staff including the supervision and monitoring of all swimming instructors attendance and performance.
4. Assist with the delivery of Aquatic Team member's induction training.
5. Monitor and review performance of instructors and take action where performance fails to meet expected standards.
6. Ensure that all Team Members are aware of developments, policies, practices and procedures through effective communication.
7. Ensure the management of sickness/absence and take appropriate action under the KA Leisure Maximising Attendance policy and procedure.
8. Establish and maintain excellent relationships with KA Leisure customers and potential customers, handling and escalating customer complaints where appropriate.
9. Assist in the communication, sales, marketing and promotion of aquatic activities.
10. Assist the development of collaborative activity programmes in conjunction with partner agencies.
11. Maintain up to date knowledge of best practice within the areas of functional responsibility and ensure compliance with relative legislation and national Governing Body of Sport requirements.
12. Assist in the effective operation of the Company Learn to Swim Programme by teaching where required.

Corporate Responsibilities

1. Providing a customer focussed service ensuring a safe, consistent, high quality professional customer service.
2. Assist with the creation and maintenance of a positive health and safety culture.

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3. Being accountable for service area performance including staffing budgets.
4. Providing visible leadership to all Team Members, ensuring that they are motivated and operate at high levels of performance and efficiency.
5. To create by example an environment in which all Team Members work as a team to achieve their own and the Company's objectives.
6. Work as part of a team to ensure the effective operation of the Company.
7. To ensure positive promotion of the Company, facilities, activities delivered and Company initiatives.
8. To undertake ongoing training as required in order to maintain the highest levels of operational efficiency, competency and customer service.
9. Maintain an awareness of the Company's commitment to energy reduction and environmental management.
10. Maintain the confidentiality of Company and customer information conforming to the requirements of the Data Protection Act.
11. Adopt a flexible attitude to your role at all times undertaking activities that assist the Company in maintaining a competitive advantage.
12. To deputise for other members of the Management Team as appropriate
13. To undertake any other reasonable required duties as instructed by management or someone acting on their behalf, in addition to the role specific tasks and responsibilities detailed below.

Essential/Desirable Criteria

	Essential	Desirable	Evidence
Education and Qualifications	UKCC Level 2 Teaching Aquatics Evidence of ongoing Continued Professional Development	UKCC Level 2+ Teaching Aquatics UKCC Level 2 Coaching Swimming RLSS Rescue Qualification European Computer Driving Licence Member of CIMSPA	Application form and interview
Experience	Previous aquatics teaching experience Experience in the operation and development of an activity programme or customer	Experience of implementing work plans Experience in partnership working in order to	Application form and interview



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	<p>focussed service</p> <p>Experience of working as part of, or leading a team</p>	<p>develop business and funding opportunities</p>	
Specialist Knowledge	<p>Knowledge and understanding of Learn to Swim programmes.</p> <p>Knowledge of Microsoft office</p>	<p>Knowledge of Activity programming</p>	<p>Application form and interview</p>
Skills and Abilities	<p>Effective communication and interpersonal skills</p> <p>Excellent customer service skills</p> <p>Ability to seek solutions to problems and deliver results</p> <p>Effective planning, time management, organisational and monitoring skills</p> <p>Ability to work with a wide range of partners</p>	<p>An understanding of Performance management including budget control, financial management</p>	<p>Application form and interview</p>
Key Behaviours	<p>Professional and customer focussed approach</p> <p>Enthusiastic, motivated and resourceful</p> <p>Performance orientated</p> <p>Confident and presents a professional image</p> <p>Flexible, creative and innovative to meet the needs of the business</p>	<p>An understanding of the development and operation of a commercial activity programme</p>	<p>Application form and interview</p>
Other	<p>Committed to continuous improvement</p>		<p>Application form and interview</p>



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	Ability to recognise and maintain confidentiality Ability to travel throughout North Ayrshire		
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