



## Job Description

### Role: Swim School & Sports Manager

*This job description gives an overall indication of the areas of responsibility of the position, but is by no means all encompassing or fixed. The post may include other duties and responsibilities as determined by management that fall within the general responsibilities of the post. St. Francis' College Limited ('the College') is an equal opportunities employer.*

<b>Location:</b>	St Francis' College, Letchworth
<b>Accountable to:</b>	Head of Operations
<b>Hours</b>	40 hours a week including Evenings and Weekends

#### Overall Purpose of the Job

The Swim School & Sports Manager is responsible for managing the leisure operations for the College providing strategic leadership and operational planning. The manager will organise and develop the College leisure initiatives, and improvements for effective delivery of programmes and services.

#### Main Duties and Responsibilities

- To be responsible for the planning, organisation, management and promotion of the learn to swim scheme, dry side courses, Play schemes and Events
- To co-ordinate swimming teachers and dry activity instructors to ensure resources are used to maximum efficiency and all class are adequately staffed
- To ensure that all Learn to Swim lessons, Dry side Courses and Playscheme are operating at maximum efficiency to achieve target income and minimum usage levels.
- To ensure that the appropriate information relating to the swim scheme and dry courses are disseminated to receptionists and therefore customers, and to ensure that the computerised swim scheme always operates efficiently.
- To maintain the IT systems relating to the Learn to Swim and Dry side Courses schemes, managing the DD runs, supplying reports on the scheme from the system as necessary and maintaining the KPI spreadsheet and 1-10 sheets
- To attend receptionist meetings as and when required updating reception on all new developments and procedural changes
- To promote customer care and achieve good relations with the public
- To act as the first point of contact for customers using the Learn to Swim scheme and Dry side Courses for all telephone enquiries, letters or face to face contact.
- To work with the Head of operations in creating and monitoring specified budgets and produce financial operating figures
- To keep abreast, attend and offer Continued Professional Development to the instructor team.
- To act as emergency cover for any lessons which cannot otherwise be covered.
- To undertake and implement tasks related to quality management systems
- To undertake all aspects of staff management dealing with issues relating to recruitment and selection, training and development, sickness absence and disciplinary issues, ensuring that company policies are adhered to.
- To ensure that all equipment is appropriate and of a good standard and order replacements as necessary.

- To be responsible for the safety and welfare of all employees and customers in accordance with the Health and safety at work Act and related legislation and in accordance with company policies and codes of practice.

#### **Other Duties**

- Support Head of Faculty with Administration tasks as deemed reasonable by the Head of Operations
- Support the Head of Operations with income generation tasks.
- Support the head of operations with school related tasks such as transport.
- Running Courses for Staff and to provide a secondary income for these courses

#### **General**

- Ordering of stock
- Ensuring all staff are trained and qualified relevant to their posts.
- Ensure all safeguarding procedures and policies are in place in relation to role.

Owing to the presence of pupils in the College, strict rules governing staff behaviour and, in particular, regarding access to areas of the College, are in place. Details may be obtained from the College.

The College is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service. CVs will not be accepted.

#### **Training and Work Equipment**

Training will be provided and will include Fire Safety, Manual Handling and leisure related training. Work equipment will be provided by the college.

## Person Specification

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Essential	Desirable
<p><b>Education:</b></p> <ul style="list-style-type: none"> <li>• Be numerate</li> <li>• Good reading and writing skills</li> <li>• Be able to interpret written and verbal instructions</li> <li>• PC &amp; mobile literate</li> </ul>	<p><b>Education:</b></p> <ul style="list-style-type: none"> <li>• First Aid Qualification</li> <li>• Hold a recognised Health &amp; Safety qualification</li> <li>• Swim Teacher Qualification.</li> </ul>
<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Excellent organisational skills</li> <li>• Be honest and reliable</li> <li>• Be able to manage own time effectively and work to tight deadlines</li> <li>• Demonstrate a flexible approach to working hours</li> <li>• Good communication skills and ability to work productively as part of a team as well as on own initiative</li> <li>• Must be able to establish rapport and respectful relationships on all levels</li> </ul>	<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Demonstrate ability to resolve problems independently</li> <li>• Negotiate effectively to achieve the best outcomes</li> <li>• Have the ability to manage difficult or controversial exchanges</li> <li>• Customer care skills</li> <li>• Ability to deal with changing priorities</li> </ul>
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Supervised a team</li> <li>• Be practical with good problem solving skills</li> <li>• Demonstrate flexibility</li> <li>• Be willing to attend training courses</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Working within the Leisure Industry</li> <li>• Managing people</li> <li>• Knowledge of learn to swim programmes</li> <li>• Dealing with Customers</li> <li>• Dealing with Young and Vulnerable people</li> </ul>
<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Be able to complete forms</li> <li>• Be able to receive and exchange verbal and written information clearly</li> <li>• Understand the role of others in and within the school</li> </ul>	<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Demonstrate a clear commitment to develop and learn the role.</li> </ul>
<p><b>Other:</b></p> <ul style="list-style-type: none"> <li>• Have a 'can do' positive attitude</li> <li>• Good Customer Service Skills</li> </ul>	<p><b>Other:</b></p> <ul style="list-style-type: none"> <li>• Manual Handling experience</li> </ul>