

Role Description

Swimming Teachers

JOB TITLE	Swimming Teacher
SERVICE AREA	Aquatics
RESPONSIBLE TO	Aquatics Manager/Shift Supervisor
RESPONSIBLE FOR	N/A
RATE OF PAY	£10.92 - £12.42 Dependent on qualification and experience

SUMMARY OF MAIN DUTIES, RESPONSIBILITIES AND ACCOUNTABILITY:

JOB PURPOSE/ROLE SUMMARY

To develop and maintain, in conjunction with the Aquatic Manager and other swimming teachers, a program of tuition following the Swimming Teacher Association 'Learn to Swim Programme'. Swimming teachers follow the guidance provided by 'STA'. Working to the Trust aims and objectives

MAIN CONTACTS

Aquatics Manager, Aquatics Team, Shift Supervisors & Leisure Trust customers.

KEY RESPONSIBILITIES

Report directly to the Aquatics Manager and work under the direction of the Shift Supervisors and Trusts management team to lead the Trust forward, showing leadership and motivation.

Take responsibility for:

Swimming Lesson setup and delivery

- Deliver our school swimming lesson programme.
- Follow STA 'School Swimming Academy Programme' and ensure a high standard of tuition is delivered.
- Ensure all required paperwork is completed to a high standard and records are kept up to date of each child's/schools progression.
- Ensure equipment is set up before the start of lessons and is put away at the end of the session.
- Ensure lessons promptly start and finish on time and you are well prepared.
- To report any equipment faults immediately to shift supervisors.
- To have a friendly professional manor at all times.
- To complete any on the job training required

Customer Service

- Resolve customer care issues where possible and report all issues and matters to the shift supervisor.
- Make opportunities to upsell within the site where possible.
- Deliver exceptional customer service, setting an example and tone in front of customers.

- Deal with or report any eventualities that arise during a shift to the shift supervisor.

General Responsibilities

- Any other tasks or responsibilities as required.
- Complete project based work to support the Aquatics Manager.

SUMMARY OF MAIN DUTIES, RESPONSIBILITIES AND ACCOUNTABILITY: **ALL ROSSENDALE LEISURE TRUST EMPLOYEES**

- To undertake any training and development as required by Rossendale Leisure Trust Ltd.
- To work five days out of seven, in any one week.
- To work at any of Rossendale Leisure Trust's facilities, as and when required.
- To work outside normal hours of work, as and when required,
- To abide by all Health & Safety legislation and all Policies and Procedures of Rossendale Leisure Trust Ltd.
- To maintain confidentiality and discretion in respect of the Trust's operation of its business affairs.
- To achieve and provide the highest possible standards in customer care.
- To undertake any other duties, which may fall within the nature, scope and skill levels of the post?

MEASUREMENT: Objectives and targets will be agreed and formally reviewed on a regular basis as part of the Trust appraisal process.

CONFIDENTIALITY: All information concerning the company business, employees and customers must be treated with the strictest confidentiality at all times

NOTE: This Job Description summarises the major responsibilities of the post. It is not intended to exclude other activities, nor future changes to the post holder's responsibilities.

EQUALITY ACT 2010: Where appropriate, the duties may be reviewed where an applicant is a disabled person, or an existing employee becomes unable to carry out the full range of duties due to a disability.

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