



Job Outline: Swim Co-ordinator

Salary: Band 3 (new band: 10)

1. The Company

Edinburgh Leisure (EL) is Edinburgh's biggest provider of leisure services, welcoming over 4 million customer visitors per year to 30 venues across the city. We have a total income of around £25m and as a 'Not-For-Profit' company, we proudly spend every penny of that income on providing and developing a great range of services to make Edinburgh a healthier city.

2. Our Culture

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values:

Edinburgh Leisure makes a positive difference by:

Welcoming all,
Each one of us **caring** about what we do,
Being **passionate** about how we do it,
And feeling **proud** of what we achieve

3. The Job

As Swim Co-ordinator you will ensure the effective co-ordination and delivery of coach-led aquatics activities. Motivating a team of teachers, volunteers and service providers, you will inspire and lead them to deliver a progressive and positive customer experience. Great service – it's all about the customer and providing them with a progressive and motivating experience. You will do this by working as part of the Edinburgh Leisure team, teaching lessons in swimming, diving (RCP specific), aquafit and other aquatic disciplines. You will be an ambassador for Edinburgh Leisure and our aquatics development work.

4. The Team

You will be part of a venue team will vary dependant on Edinburgh Leisure location, but may include the following:

Leisure Manager

Operation Manager

Duty Managers (you will report to one of these posts)

Supervisors

Swim Teachers (who will report to you)

Gym Supervisor & Instructors
Membership Advisor
Senior Receptionist & Receptionists
Leisure Attendant
Dive Co-ordinator & Dive Coaches (RCP only)

5. Your Ability – Key Skills and Qualifications

For this role you must have the following key skills:

- Leadership – ability to lead, motivate and inspire a team of aquatics teachers, (including volunteers) to deliver high quality coached sessions and a great customer experience
- Great communication – ability to deliver lessons to a wide range of customers, motivating and supporting them to reach their desired level of achievement. In addition, communicating well with the aquatics and site teams to ensure effective delivery of the programme
- Passion for customer service – ability to understand and deliver a great customer experience at all times
- Teamwork – able to work effectively as part of a team, being flexible and supportive of the needs of the team and the programme. Ability to lead the team by example, setting a great culture for teamwork and support.
- Technical Knowledge and Skill Analysis – able to analyse participant skill level and plan/deliver suitable progressive/corrective practises, and able to mentor and support learning for others to develop their technical knowledge and skills
- Flexibility – able to adapt to changing circumstances whilst retaining a positive approach to the team effort
- Literacy – ability to plan, review and report on programme efficiency and success, as well as completion of various EL tasks including writing of staff appraisals
- Numeracy – ability to calculate and analyse programme performance measures, including an understanding of the importance of targets and reporting
- Ability to focus, prioritise and multi-task whilst under-pressure from a range of sources – e.g. arranging staffing, whilst completing reports and preparing for lessons

For this role you must have the following qualifications:

Qualifications - Essential

- UKCC Level 1 Aquatics Teacher/ASA Assistant Teacher/Prelim Teacher of Swimming
- Current RLSS UK NPLQ (or equivalent)
- UKCC Level 2 Teacher of Aquatics/ASA Teacher of Swimming
- ASA Adult & Child Certificate

Qualifications – Desirable

- ASA Aquafit or Exercise to Music with Aqua Add-on
- UKCC Level 1 Dive Coach/ASA Assistant Teacher of Diving

- RLSS UK Trainer Assessor
- UKCC/ASA Tutor
- Qualifications in other aquatic disciplines (e.g. Swimming for People with Disabilities, Synchro, Water polo, Coaching, Triathlon)
- FE/HE Qualification in Sports Coaching or Development (or equivalent)

Note: For the delivery of RLSS UK TA or ASA/UKCC Tutor services, enhancements will be paid

6. What the job involves

The specific duties of the Swim Co-ordinator are to:

Leadership

- Set a great example to the team by acknowledging every person who comes into your venue with a smile, and ensuring all teachers feel part of the team
- Make an effort to learn the names of all customers in your care, and ensure a consistent approach to customer service by the team
- Interact with your customers, colleagues, volunteers and visitors in a positive, confident and helpful manner
- Undertake team meetings, staff management (appraisals & 1:1 meetings) and team training to ensure a happy, motivated and technically strong team
- Attend meetings as required to drive the development of the programme

Service Planning

- Plan the teaching allocation for the wet coached programme, including short notice cover. If working at the RCP, you will support the Dive Coach by developing the teaching team to be confident Dive Coaches, flexible and proactive within the Dive programme
- Engage new service providers and volunteers for the programme city wide
- Assist the Duty Manager and Dive Coach in the development of the wet coached activity programme, producing reports and recommendations for increasing income and usage, and ensuring the needs of the swimming pathway are considered
- Assist the Duty Manager to plan a range of events to encourage customer retention and progression through the swimming pathway for customers at a range of age/stage
- Work with the site team to plan marketing activities to increase uptake and usage of the programme, including the successful planning for re-booking, and returning customers

Service Delivery

- Deliver high quality and progressive lessons in a number of aquatic activities, mentoring and developing the teaching team to ensure a high standard. Utilise the various systems in place to monitor quality and ensure customer feedback e.g. Quality Coaching Cards and Customer Comments
- Take a proactive approach to engaging customers, seeking improved ways of interacting with customers to collate feedback to develop the service

- Lead the delivery of a range of events on site and city-wide projects such as the 'ALL Sites' gala, with a focus on customer retention and pathways
- Ensure that Edinburgh Leisure's health & safety and child protection policies are adhered to at all times, training the team to maintain these standards
- Ensure that equipment is readily available and of a suitable standard to deliver the full range of activities, maintaining the quality of provision available to customers
- Assess and administer the award scheme & other relevant customer communications, maintaining a sufficient stock of awards to supply customers at the relevant times

Decision Making

- Make appropriate decisions with regards to programming, taking a flexible approach and ensuring continuous improvement of the services for customers
- Take responsibility for delegating day-to-day administrative duties, recognising team interests, knowledge, skills and motivations
- Deal with customer enquiries effectively and in-line with Edinburgh Leisure's Values, and support the team to do the same, feeding back to site management any appropriate information and/or issues which arise

Learning & Development

- Guide and support the development of teaching staff and colleagues (including volunteers and assistants), whilst maintaining a positive interest in on-going professional and technical development
- Understand the need for continuous development of the team to meet their own aspirations as well as the evolving demands of the programme
- Remain fit enough at all times to perform a rescue, including regular testing of a Recovery Dive to a depth of 5m (RCP specific)
- Attend monthly/weekly teacher and lifeguard training plus other training as required by the Swim Co-ordinator, Dive Coach (RCP only), and/or the Aquatics Development Team

Safe Supervision of Programmed Activities

Physical Requirements

- Demonstrate you are fit and healthy
- Jump or dive in to the pool in deep water (up to 5m at Royal Commonwealth Pool)
- Swim 50m in 1 minute or less
- Swim 100m continuously on the front and then on the back
- Tread water in deep water for 30 seconds
- Surface dive to the deepest part of the pool
- Climb out of the pool without using steps or a ladder
- Participate in regular staff training to ensure pool rescue skills are maintained

Note: Applicants will be required to hold a current RLSS UK NPLQ

7. Behaviour

To be successful in this role you will need to be an excellent team leader and have the ability to teach and motivate a wide range of teachers, children, adults and young people; ensuring a progressive and positive experience with Edinburgh Leisure.

The competency framework 'WORKING WITH US' outlines the behaviours that we are expected to demonstrate. The key behaviours that you need to do well in this role are:

Communication: Ability to convey and receive messages, verbally, non-verbally and written, in a positive and effective way

- Speaks to customers and colleagues in a friendly, welcoming, positive, caring and helpful manner
- Chooses content, language and style to suit who they are speaking to
- Gives clear instructions to staff, making sure that instructions are understood
- Encourages open communication between staff, handling confidential information in an appropriate manner
- Produces short, concise, accurate and factual written reports
- Uses innovative, proactive and creative ways of communicating and is confident in providing instant feedback on performance

Teamwork: How individuals behave toward other people and how this can impact on the dynamics and success of each team that they are a part of

- Motivates their team, being visible and approachable to all
- Asks others for opinions and ideas, getting to know people as individuals and respecting their contribution
- Is friendly and treats others with respect
- Sets objectives which are achievable and challenging, taking responsibility for the achievement of team goals
- Resolves conflict quickly and effectively

Problem Solving & Decision Making: the ability to identify, research, analyse and resolve problems and make informed and effective decisions to enable EL to deliver great customer service

- Makes timely decisions
- Helps others to learn for the outcomes of their decisions
- Deals directly with problems without relying on others to make decisions for them
- Makes sound decisions in their own area of work referring to systems of work, EL policies and/or procedures
- Balances conflicting demands and responds to changes in priorities

Creativity & Innovation: the ability to formulate new ideas or to adapt existing ideas in a new or unexpected way. Always looks for new and different ways to do what we do better

- Develops team awareness of continuous improvement

- Encourages and supports innovation and responds positively to ideas - Is open to doing things in a new way
- Shares best practise with colleagues
- Involves, consults and listens to others and customers

Achievement: Achieving what we set out to do

- Ensures that EL standards and expectations are understood
- Ensures staff (and volunteer/service provider teachers) appreciate the importance of excellent customer service
- Monitors and reports on performance against target
- Manages resources and staff/teachers to meet objectives

Development: Working to develop self and others

- Promotes team morale and builds commitment to reach desired results
- Assist direct reports to identify their development needs and access appropriate learning and development opportunities
- Uses delegation to build skills and to get the best from their direct reports
- Develops skills through being willing to accept additional and different responsibilities
- Values and responds positively to feedback on their performance

8. Demands

Physical Demands:

This role requires candidates to maintain a level of general fitness suitable for active work in a warm environment. Teaching is mainly poolside based, with a requirement to deliver a range of water-based activities for children, adults and young people. The post holder will be required to remain fit enough to participate fully in technical training, both pool, poolside and classroom-based.

The role has a remit for relevant co-ordination & administration duties, as well as attendance at meetings and regular Learning & Development (L&D) opportunities. The role will involve regular work with a PC, including the use of our MRM Point of Sale system.

There will also be a need to be prepared to work flexibly around the programme and its' events. Posts are likely to involve evening and weekend work throughout the year, with schedules subject to change during school holidays.

Mental Demands:

This role requires great leadership and a motivation for their development of aquatic pathways. Strong technical knowledge and understanding, alertness, strong analytical skills and a passion for delivering a great customer experience are all essential to the post. The post-holder will be expected to be able to adjust their message to suit the needs of a variety of audiences, with a range of motivations. There will be a range of competing demands upon the role, requiring effective time management and prioritisation skills; delivering a multitude of wet coached activities, whilst co-ordinating the programme, reporting achievement and supporting the team effectively.

Emotional Demands:

This role involves working at an operational, customer-facing level in the organisation, within a new staff team in a newly refurbished venue. This role involves working with the teaching team, often as the first point of contact for customers. The vast majority of our customers are happy to be there and a delight to serve. There are some people who will be more challenging and the post-holder will need to be able to deal with more challenging behaviour in a calm and professional manner. A positive and flexible approach is essential, with an ambition for programme success, alongside a desire to engage in regular technical assessments to ensure personal and team professional development.

Environmental Demands:

This role in the main, involves teaching from the poolside and occasionally from the water (e.g. when teaching swimming to children with Additional Support Needs). The environment may be noisy, hot and busy or if pool-based, cold and chlorinated water. For co-ordination & administration duties, the role involves sitting at a desk, completing manual records and potentially, operating a PC in an office, off poolside. Attendance at L&D opportunities and meetings will be required, with sessions taking place at various locations throughout Edinburgh.

9. Disclosure

This post has been assessed to require a PVG Scheme Record or Scheme Record Update for the post holder, under the following justification:

The duties of this post involve regulated work with children as defined in the Protection of Vulnerable Groups (Scotland) Act 2007 Schedule 2, Part 1 and Part 2 (4).

Teaching, instructing, training or supervising children

4 Teaching, instructing, training or supervising children (except teaching, instructing, or training children which is merely incidental to teaching, instructing, or training individuals who are not children).

Work	Work With	What Do / Service	Normal Duties	Exception 1	Exception 2
Yes	Children	Activities	Yes	Supervise, Teach, Instruct	Not incidental