



## Job Description

Service:	One Leisure
Job title:	Level 2 Swim Teacher
Grade:	E
Hours of work:	Variable
Responsible to:	Operations Manager
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	None

### **Purpose of Post:**


To assist the General Manager in providing, maintaining and developing the service according to the objectives of the service in a safe teaching environment.

### **Key Deliverables:**

1. Maintain a high degree of customer care whilst dealing with the public and staff at all times.
2. Monitor and maintain the safety and welfare of customers and staff and ensure the correct behaviour and use by customers of One Leisure facilities.
3. Undertake the instruction of swimming lessons.
4. Ensure all course administration is maintained including customer inductions, weekly registers, monitoring of customer performance and recording of certificates gained. Ensure all administration is completed accurately, in full and in accordance with One Leisure policies and procedures.
5. To assist in facility and activity changeovers and be familiar with appropriate equipment and procedures and ensure the safe handling, transport, and maintenance of One Leisure equipment.
6. Ensure a high standard of cleanliness is maintained throughout the Centre in accordance with cleaning schedules and standards.
7. Maximise income potential through effective marketing.
8. Contribute to the One Leisure service of Huntingdonshire District Council and the promotion of a positive image of Huntingdonshire within the Centre's catchment and beyond.
9. HDC is committed to safeguarding and promoting the welfare of vulnerable people including children and expects all staff to share this commitment.
10. To undertake any other duties as may reasonably be required at any One Leisure site and have means of or access to transportation.

<p><b>Knowledge and Qualifications</b></p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p> <p>(E) Essential (D) Desirable</p>	<p><b>Essential</b></p> <p>Level 2 Swimming Instructor</p> <p>Completion of minimum CPD accreditation requirements</p> <p>GCSE Maths &amp; English Grade C or above or equivalent</p> <p>Basic understanding of First Aid</p> <p>An understanding of customer expectations</p> <p>An understanding of service objectives and expectations</p> <p><b>Desirable</b></p> <p>First Aid at Work Certificate</p> <p>Basic understanding of Health &amp; Safety issues relevant to the leisure centre environment:</p> <ul style="list-style-type: none"> <li>- Hazard recognition</li> <li>- NOPs &amp; EAPs</li> </ul> <p>An understanding of leisure centre operations</p>
<p><b>Experience</b></p> <p>Experience the person would need to do the job</p> <p>(E) Essential (D) Desirable</p>	<p><b>Desirable</b></p> <p>Experience of working within a leisure environment</p> <p>Experience of working within a customer service environment</p> <p>Instructing, teaching or coaching experience</p>
<p><b>Skills and Abilities</b></p> <p>Specific skills the applicant would need to do the job</p> <p>(E) Essential</p>	<p><b>Essential</b></p> <p>Ability to work unsupervised and use own initiative</p>

<p>(D) Desirable</p>	<p>Ability to adapt to the needs of the service and the customer</p> <p>Ability to build relationships with customers and staff</p> <p>Literacy and Numeracy skills</p> <p>Interpersonal skills</p> <p>Good communication skills</p> <p>Maintain high levels of concentration</p> <p>Assertive</p> <p><b>Desirable</b></p> <p>Customer service skills</p>
<p><b>Decision Making and Impact on Others</b></p> <p>What impact the reasons made by the post holder would have on others across the Council</p>	<p>Determine suitability of customer to participate in the activity through adequate consultation</p> <p>Knowledge of when to seek advice from relevant sources</p>
<p><b>Communication with Internal and External Customers</b></p> <p>What customers the applicant would be in contact with in the job</p>	<p><b>Internal:</b> Facility Staff via face-to-face</p> <p>Dealing with day-to-day operational issues.</p> <p>Communicating all relevant information concerning instruction of class / course undertaken.</p> <p><b>External:</b> Customers via face-to-face</p> <p>Giving instruction to course participants.</p> <p>Ensure all prospective course participants are medically fit to participate.</p> <p>Communication will involve giving assistance and direction to all contacts within the facility.</p>

	Deal with customer comments, complaints and queries.
<p><b>Personal Attributes and Other Requirements</b></p> <p>In this section please list any other qualities you are looking for from the applicant</p> <p>(E) Essential (D) Desirable</p>	<p><b>Essential</b></p> <p>Be a good team worker demonstrating loyalty and commitment to the organisation and team members</p>
<p><b>HDC values</b></p> 	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people’s differences and are considerate to their needs.</p> <p><b>Enterprising:</b> We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>



## **Safeguarding and promoting the welfare of children and young people/vulnerable adults**

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children

HDC Disclosure & Barring Service Enhanced Check required (if instructing, teaching or supervising children-only classes).

**November 2022**