

Job Description

Post Title: Swim Programme Officer
FTE: 1.0 (working 40 hours per week)
Grade and Salary: HSV 4-5 plus Performance Related Pay
Department: Marketing and New Business
Responsible to: Swim Programme Manager
Responsible for: N/A

MAIN PURPOSE OF THE JOB

To support in the planning, co-ordination, development and management of the Sports Village Learn to Swim programme in accordance with the Swim England National Plan for Teaching Swimming.

To work in conjunction with other key staff teams within the Sports Village to assist in the delivery of a progressive, profitable, professional, safe, enjoyable and inspirational Learn to Swim programme, in line with the current Hertfordshire Sports Village vision and strategy.

To consistently demonstrate a Service Excellence mindset by providing a consistent, efficient, high quality and customer-oriented service to all customers of the Sports Village through implementation of agreed operating procedures and standards, ensuring that the customer is at the heart of every decision.

DUTIES AND RESPONSIBILITIES

All duties and responsibilities are at the discretion of the Swim Programme Manager and the Head of Marketing and New Business. The post holder is expected to conduct themselves professionally at all times.

In addition, the Swim Programme Officer will be required to work with all staff and teams across Hertfordshire Sports Village to assist in ensuring our vision and strategy are achieved.

Learn To Swim Programme

To assist with all aspects of the Sports Village Learn to Swim programme.

To assist with the planning, co-ordination and delivery of the Learn to Swim programme in order to consistently exceed the expectations of the customer whilst ensuring a reputation for excellence in swimming lesson provision.

To fully understand how to effectively use the Sports Village's CRM systems to manage the Learn to Swim programme including Hedgehog and Courses Pro.

To assist with and communicate clearly, in conjunction with other key staff teams, to keep Learn to Swim customers informed regarding the Learn to Swim programme.

To assist with regular communication with colleagues and key staff teams to ensure the smooth and consistent delivery of the Learn to Swim programme across the organisation including the internal Learn to Swim staff meetings.

Work with Marketing to contribute towards ensuring the content of the website is current and accurate.

To utilise experience and knowledge to implement processes which will have a positive impact on the quality and delivery of the Learn to Swim programme.

To have a clear understanding of the Swim England framework and the Learn to Swim pathway.

To teach on the swim programme as and when required.

To assist with the development of a comprehensive and varied Learn to Swim programme including school holiday initiatives.

To promote a safe, enjoyable and inspirational learning environment for all swimmers taking part in the Learn to Swim programme.

To work with colleagues to consistently review and refresh the Learn to Swim programme to ensure the ongoing development and promotion of the programme.

To keep up to date with all current information, recommendations and best practice guidelines relevant to swim teaching.

Staffing and Line Management

To assist with the integration of a Service Excellence mindset across the Swim Teacher team, ensuring they adopt and consistently uphold our values, standards and behaviours.

Service Excellence

To embrace a Service Excellence mindset, demonstrating our values, standards and behaviours towards both colleagues and customers.

To prioritise delivering an exceptional experience to every customer, every time.

To adopt a positive mindset and commit to continuous improvement through giving, welcoming and responding to colleague and customer feedback.

Other Responsibilities

To contribute positively to the development of the business through attendance at team meetings and input into operational development.

To attend training courses and relevant National Governing Body (NGB) meetings as required.

The post holder will be expected (where appropriate) to work in partnership with all internal Sports Village staff teams to ensure the smooth and successful delivery of the Learn to Swim programme with a focus on our customer's needs.

To maintain and retain all relevant qualifications, training and certificates as required.

The post holder will be required to work evenings and weekends as per the needs of the business and programme.

The post holder will work as a key part of the Marketing and New Business team that supports all of the Sports Village and may periodically be required to undertake additional duties as and when required.

Responsibilities & Accountabilities: HSV 5 (Senior Swim Programme Officer)

Staffing and Procedures

Keeping all relevant staff updated with training, procedural changes and offers in key areas of the role.

Create and maintain procedures and training documents efficiently and to required standard.

Supervision

Supervision and training of all staff within the team & wider where require

Deputise

Provide significant support and deputise for the Swim Programme Manager taking responsibility for areas of the business.

Lead confidently on all areas of the JD with little or no support from Swim Programme Manager.

Project Work

Assisting the Swim Programme Manager in any events as they arise, ensuring that customer requirements are understood and met to a high standard.

Lead & coordinate designated projects efficiently & effectively.

OTHER TASKS

To contribute positively to the development of the wider UH Sport and Hertfordshire Sports Village business.

Undertake any tasks or additional responsibility that the Director of Sport may deem appropriate to the level of the post.

SUPERVISION RECEIVED

The Swim Programme Officer will report to the Swim Programme Manager who will provide regular informal meetings and supervision, annual appraisal and reviews. The level of this post requires the post holder to lead, work proactively and on occasions independently.

SUPERVISION GIVEN

N/A

RELATIONSHIPS/CONTACTS

Internal - all customers and potential customers of the Sports Village; HSV colleagues; staff from different areas within the company; staff within the University including academics, management, support services

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and subsidiary companies; staff from the PFI partner company (Pinnacle); other internal suppliers of services.

External - Clubs, organisations and individuals who use or could use the facilities and services. Customers from the community, businesses and business organisations, local authorities, including education and leisure services, external agencies and suppliers, professional and amateur sports clubs and organisations, local and national media.

TERMS AND CONDITIONS OF EMPLOYMENT

Conditions of service

Hertfordshire Sports Village and other sports activities within the University of Hertfordshire are managed by Polyfield Property Ltd., which is a wholly owned subsidiary company of the University of Hertfordshire. The terms and conditions of employment are reviewed by the Board of Polyfield Property Ltd.

Hours of Work

This post is a full-time position (1.0 FTE) consisting of 40 hours per week. Actual working hours will vary as per business requirements. This position requires the post holder to be flexible and when necessary, support the staff on shift, at times offering cover, which may include early mornings, evenings, weekends and bank holidays. Time off in lieu (at flat rate) is given for hours worked in excess of the standard week.

Annual Leave

The annual leave year runs from 1st October to 30th September. Staff are entitled to 23 working days paid holiday (pro rata for part time contracts) during the course of the holiday year. After two years continuous service, holiday entitlement will increase to 24 days and after four years an additional 2 days are awarded. Time off in Lieu will be awarded (at flat rate) for hours worked on bank holidays.

Salary: HSV4-5 plus Performance Related Pay

An annual pay increase to recognise the cost of living/inflation will be paid subject to approval by the Board of Polyfield Property Ltd. The post is subject to performance review and may qualify for a performance related bonus after completion of a probationary period. Salaries are paid in arrears by credit transfer to a named bank or building society

Appointments confirmed at HSV4-5 will be dependent on significant and demonstrable skills and experience which align with the desirable criteria accompanied by the additional accountabilities and responsibilities stated. There will be the ability to move up through the salary grades as knowledge and experience grows within the role and agreed set criteria met. This will be monitored through regular one to one and appraisal meetings.

Pension

The Company will comply with any automatic enrolment duties it may have in respect of you under part 1 of the Pensions Act 2008. The Company is currently using the National Employment Savings Trust (NEST) pension scheme in respect of these duties.

Membership of the scheme is strictly subject to the rules of the scheme which may be amended from time to time.

If you are enrolled into the NEST pension scheme, the Company shall be entitled to deduct from your salary any amounts payable by you as member contributions.

The Company reserves the right to vary or discontinue any scheme in place from time to time.

Additional Benefits

Staff are welcome to use the facilities at Hertfordshire Sports Village in accordance with our staff usage policy. Staff may also nominate one person to receive a discounted membership.

A uniform is provided for all appropriate staff.

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As a subsidiary company of the University of Hertfordshire staff may utilise all benefits open to UH staff, this includes access to catering outlets and Learning Resource Centre, discounted travel on Uno buses, access to discounted nursery facilities. Staff may also access courses run by the Staff Development Unit, University and Associated Colleges, assuming this does not conflict with requirements of your post.

There is a sick pay/sick leave scheme in operation.

This document outlines the duties required, for the time being, of the post entitled Swim Programme Officer to indicate the level of responsibility. It is not intended to be a comprehensive or inclusive list and the Swim Programme Manager may vary duties, from time to time, which do not change the general character of the job or the level of responsibility entailed.

REHABILITATION OF OFFENDERS ACT

DISCLOSURE AND BARRING SERVICE

This post is exempt under the Rehabilitation of Offenders Act 1974 as amended. The University requires that the successful applicant who is offered employment will be subject to a criminal record check from the Disclosure and Barring Service (DBS) before the appointment is confirmed. An Enhanced Disclosure will be required and this will include details of cautions, reprimands or final warnings, as well as convictions. The University of Hertfordshire complies with the 'Code of Practice for Registered Persons and other recipients of Disclosure Information'.

Overseas applicants and UK applicants who have lived abroad

Successful applicants who have lived outside the UK, for 12 months or more (whether continuously or in total), in the last 10 years, will be required to produce a 'Certificate of Good Character/Conduct' from each of those countries.

PERSON SPECIFICATION

Post Title: Swim Programme Officer

Education & Qualifications	
Educated to A-Level or equivalent	Essential
Swim England Qualification (SEQ) Level 1 Teaching Swimming or equivalent (or ability to pass within 6 months of employment)	Essential
Swim England Qualification (SEQ) Level 2 Teaching Swimming or equivalent.	Desirable
Emergency First Aid / First Aid at Work Qualification or ability to pass in first 6 months of employment.	Desirable
Safeguarding Children / Child Protection Qualification.	Desirable
Experience	
Experience of working in a customer service / focussed environment ideally within the leisure industry.	Essential
Minimum of 1 years' experience of teaching swimming to a variety of age groups and ability levels.	Desirable
Experience of working within a swim programme.	Desirable

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Knowledge	
A good knowledge of Swim England, Institute of Swimming, National Governing Bodies and external agencies.	Essential
A knowledge and appreciation of health and safety good practice and current industry standards relating to swimming pools.	Essential
Knowledge of the Swim England National Plan for Teaching Swimming.	Essential
Knowledge of exit routes from swim lesson programmes.	Essential
Knowledge of sports industry computerised membership / bookings packages e.g. Hedgehog and Learn 2.	Desirable
Knowledge of health and safety legislation and good practice (COSHH qualification).	Desirable
Knowledge of Award Schemes.	Desirable
Knowledge of other swimming pools and swim programmes	Desirable
Knowledge of risk assessments.	Desirable
Skills & Abilities	
Excellent interpersonal skills.	Essential
Excellent customer service and provision.	Essential
Excellent communication skills.	Essential
Self-motivated.	Essential
Ability to work on own initiative or as part of team.	Essential
Logical and methodical way of working.	Essential
Good attention to detail.	Essential
Ability to work under pressure.	Essential
Able and willing to be flexible about working hours and days to meet the varying demands of the post and needs of the business.	Essential
Excellent administrative skills.	Essential
Excellent organisational skills.	Essential
Good knowledge of IT and Management Booking systems.	Essential
Desire to continue with personal continuing professional development (CPD).	Essential
Complaint resolution skills (ability to deal with staff and customers).	Desirable
The ability to provide financial reports and recommendations.	Desirable
Our Values	
<p>Always demonstrates our WELCOMES values:</p> <p>Welcoming Extra Mile Leadership Consistency Open & Honest Memorable Enthusiastic About Continuous Improvement Sport First</p>	

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