JOB DESCRIPTION

Bluecoat Sports
Christ's Hospital

Job Title:	Swim Teaching Assistant	Department:	Member Services
Position type: (eg full-time, part-time, casual)	Part-time, Casual & Fixed Hours	Reports to:	Swim Academy Manager
		Direct reports:	Not applicable

Key Competency areas

All job roles at the Club have four key competency areas which define the way we behave and contribute to the success of the business:

Customer Service
Make customers feel valued by listening and responding in the appropriate timeframe. We may not know all the answers to the questions, but we will go the extra mile to find them out. We understand that our customers and our colleagues all have something in common with ourselves, we all are all human and share feelings so it is important to treat each other as you would expect to be treated.

Leadership
We all aim to be leaders and to inspire others. We lead by example and understand that our effectiveness as leaders is governed by the actions that we take and how these actions are viewed by internal and external customers. All staff strive to set a positive example in their daily lives.

Communication
We understand that positive communication and using honest appreciation of other achievements in a variety of formats is essential to successful leadership. Being a good listener and being able to talk in terms of the other person's interest is key to understanding customer needs and outlining expectations.

Commercial Understanding
We understand that all decisions impact the business, and we continually assess how they affect customer service, our ability to lead by example and the effectiveness of how we communicate our expectations. We understand the importance of each action and ensure that no opportunity is wasted.

Job Description

To assist the Swimming Instructor to deliver an effective swim teaching programme and assist if needed with the administration and promotion of the scheme.

To ensure the safety of staff and children always attending lessons and to provide appropriate teaching materials.

Contribute to the requirement to complete an accurate record of class registers on site.

Assist in ensuring all equipment necessary for the lesson is prepared prior to the start of the lesson in order that the lesson commences at the appointed time. Ensure equipment is put away tidily at the conclusion of the lesson.

To be always responsible for safety and hygiene requirements.

To respect the talent, development stages and goals of each individual participant thereby enabling them to reach their full potential. To treat all participants equally within the context of the activity, regardless of ability or any other factor.

Wear staff uniform as issued at all times when on duty.

Complete timesheets on a weekly basis.

Undertake any other duties as directed by the Swim Academy Manager, which contribute to the general purpose and objectives of the department.

Provide two weeks' notice to the Swim Academy Manager of planned absence from duties and take responsibility for arranging the appropriate cover during the period of absence.

Demonstrate an awareness of self-responsibility and accountability. Work co-operatively with other team members to contribute to the overall productivity of the team.

Communicate positively any changes in swim class scheduling eg class times and/or price changes. Pro-actively manage any complaints or concerns made by members or customers regarding changes to scheduled times and venues and relay these to the Swim Instructor and/or Academy Manager as appropriate.

Be aware of all emergency procedures and health and safety regulations, ensuring that any incident is communicated to the Duty Manager. Ensure all incidents/accidents are recorded and signed off by the Duty Manager.

- Safeguard and always promote the welfare of children and young people. Instructors will be responsible for ensuring that class participants do not leave the area where class instruction is taking place.
- Observe Health and Safety and Fire regulations.
- Comply with Company policies.
- Attend staff meetings and training as required.

Person Specification:

- A good general education up to at least GCSE standard.

Essential qualifications:

- Level 1 Swim Teaching Assistant or equivalent (for qualified roles only)

Desirable qualifications:

- First Aid
- National Pool Lifeguard Qualification

Date last updated:	Date: Reviewed November 2022
Updated reviewed by: HR/LM/Individual	HR/LM