



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Aquatics Coordinator, Facilities Directorate



Salary: Grade 3 (£16,654 - £18,263 p.a.)

Hours of swimming teaching delivery are subject to market rate adjustment to £15.50 per hour

Reference: FDCCS1133

Closing date: 23 November 2017

Aquatics Coordinator

Sport and Physical Activity, Facilities Directorate

Do you have experience and knowledge of delivering swimming lessons and swimming programmes? Do you have excellent communication and organisation skills?

We are seeking an Aquatics Coordinator to provide administrative support for the management of our growing swimming scheme at The Edge and to be responsible for promoting the programme and other SPA facilities. You will be a key point of contact for our customers, in particular during busy enrolment periods. You will also play an active role in the delivery of our swimming programme, delivering swimming teaching as required to cover absence and to meet customer demand.

You will have an ASA Level 2 Swimming Teaching Qualification, with experience using the ASA awards scheme (or equivalent), and experience of delivering swimming lessons and programs. As this is a customer facing role, you will possess excellent communication and interpersonal skills, with the ability to inform and influence others effectively. You will have a commitment to providing an excellent service to customers and driving continuous service improvements, along with the ability to work under pressure.

This is a full time role working 35 hours per week and will include weekday, evening and weekend working. Hours of swimming teaching delivery will be subject to a market rate adjustment to £15.50 per hour. The ratio of hours of swim teaching delivery and administrative support will vary according to the demand for swimming lessons.

What does the role entail?

As an Aquatics Coordinator, your main duties will include:

- Providing a main point of contact and excellent service to customers, including, providing assistance and advice when required and ensuring complaints are dealt with in a timely manner, referring to the Swimming Development Officer as required;
- Assisting the Swimming Development Officer in the day-to-day running of the swimming lessons, including coordination of the swimming teachers rota,



ensuring cover is provided for sickness and annual leave, and communication with front of house teams;

- Delivering swimming teaching as required to meet customer demand and to provide teaching cover in the event of absence;
- Providing advice and information to customers or prospective customers to promote and market the Swim England Learn to Swim framework, as well as promoting other facilities to drive sales;
- Supporting the Swimming Development Officer to develop and deliver an annual crash course swimming lesson programme, including booking administration, internal and external communications and teacher coordination;
- Administering all swimming lesson waiting lists, inclusive of 1:1 lessons and groups;
- Supporting the management of the bookings system to ensure the delivery of a sustainable continuous assessment model of delivery and administration;
- Supporting the Swimming Development Officer to retain and expand participation in the Learn to Swim programme in line with Commercial Services' objectives;
- Attending training, meetings and forums as required to contribute to the development of the service;
- Working within and ensuring adherence to the University and Sport and Physical Activity's Health and Safety and Equality and Diversity policies.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As an Aquatics Coordinator, you will have:

- Previous experience and knowledge of delivering swimming lessons and swimming programmes;
- A proven ability to provide excellent customer service and care;
- ASA level 2 swimming teaching qualification (or equivalent) with experience in using the ASA awards scheme (or equivalent);
- Excellent communication and inter-personal skills, with the ability and willingness to inform, persuade, negotiate and influence others;



- Excellent organisational skills with the ability to work under pressure and deal with unexpected situations;
- A commitment to continuous service improvements;
- An ability to work on your own initiative, as well as in a team;
- Excellent numeracy, literacy and IT skills;
- A willingness to undertake further training as required;
- Demonstrable behaviours in line with [Commercial and Campus Support Services' and University values.](#)

You may also have:

- Experience of delivering one to one swimming lessons;
- Experience of delivering lessons to a range of ages;
- A current pool rescue qualification.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:

Natalie McGuire, Swimming Development Officer

Tel: +44 (0) 113 343 4881

Email: n.mcguire@leeds.ac.uk

Additional information

For more information about Sport and Physical Activity visit <https://sport.leeds.ac.uk/>.

Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.



Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975

This post requires an enhanced and barred list criminal record check from the Disclosure and Barring Service (DBS), and any equivalent overseas authorities where relevant. The successful candidate will be required to give consent for the University to check their criminal record status. All applicants are required to make a self-declaration where applicable.

Any offer of appointment will be subject to the University being satisfied with the outcome of these checks, in accordance with our Criminal Records policy. You can find out more about required checks and declarations on our [Criminal Records](#) information page.

