**Swim Well Manager**

**Reporting to**

**Reporting to the General Manager**

**YOUR PERSONAL PROFILE**

**YOUR ROLE…**

You are responsible for delivering inspirational management to your team in the delivery of the Swim Well Brand at your Centre, ensuring that excellent standards and service are achieved.

You will spend your time supporting and nurturing your team to bring out their potential and ensure that they are working to meet the requirements of their roles.

Working alongside your fellow management team you will use your experience and knowledge to ensure that Trafford Leisure, Swim Well and your Centre is continuously improving.

Working with the General Manager you will embrace Trafford Leisure’s vision, purpose and strategic outcomes to ensure that we can achieve on these.

**Our Vision**

Inspire and create opportunities for the people of Trafford to move more and live longer, healthier, happier lives

**Our Purpose**

Move More Everyday

**Our Strategic Outcomes**

Improving Health outcomes for all

Excellent facilities, activities and programmes

Net zero by 2038

**YOUR SPECIFIC TASKS AND RESPONSIBILTIES INCLUDE BUT WILL NOT BE LIMITED TO**

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| 1. Working with your management team to ensure that resources are shared and utilised effectively to provide a consistent service to our customers whether through private or school lessons. |
| 1. Creating a strong team who are empowered and motivated to deliver a first class experience to our customers and being the face of Swim Well at your centre. |
| 1. Managing the continuous development of the swimming teachers within your team, providing direction and support to unleash their true potential. |
| 1. Coaching and training the swimming teachers to ensure that they are skilled and knowledgeable in all areas of their responsibilities. |
| 1. To ensure all swim well procedures are managed effectively including:-  * Sign up new customers * Ability to signpost children of different abilities * Ensuring Teachers are assessing and updating the portal * Cancellations/Freezes * Payment issues * Movements * Managing one to ones * Website Information * Timetabling of pool timetable and swim well program * Stock Control * School Service Level Agreements |
| 1. Supporting your teachers in the progression of students through the stage groups and ensuring appropriate support is in place for all swimmers. |
| 1. Provide your General Manager with feedback and make recommendations where appropriate on new initiatives and ideas which will improve the operational running of the swimming programme and generate growth for the business. |
| 1. Supporting your General Manager in the management of key performance information and using that data to make improvements. |
| 1. Carrying out all administration tasks including updating customer records on Plus2, 360 and GoLearn, customer payments are made, carrying out cancellations, ensuring HR and payroll are up to date and correct. |
| 1. To live and promote Trafford Leisure’s vision, purpose and strategic aims. |
| 1. Undertaking people management activities, including Disciplinary, Absence Management, Capability management, Recruitment, Induction and Grievances. |
| 1. Liaising with customers, parents and school teachers via verbal and written communication to ensure clear understanding of both performance as well as policy and procedure. |
| 1. Any other activities as required for your role. |

**YOUR EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, AND BEHAVIOURS**

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| **EDUCATION AND QUALIFICATIONS** |
| 1. Swim England Level 1 and Level 2 qualified or equivalent. |
| 1. Evidence of ongoing personal development and a personal commitment to undertaking appropriate training to further develop skills and competencies where required. |
| **EXPERIENCE** |
| 1. Experience of managing a swimming programme in a Fitness/Leisure environment. |
| 1. Experience of managing a large team and a passion for swimming. |
| 1. Experience of planning, developing and the delivery of swimming activities and programmes to maximise revenue streams and to provide excellent customer experience. |
| 1. Managing a team dealing with HR, payroll, training and development |
| **SKILLS AND ABILITIES** |
| 1. The ability to coordinate manage and motivate staff and organise staff rotas. |
| 1. Working knowledge of health and safety policies and procedures. |
| 1. Experience of training and developing staff. |
| 1. Remain calm and resilient when faced with challenging situations. |
| 1. Proven ability to communicate effectively, building positive relationships with customers, colleagues, partners and stakeholders. |
| 1. Ability to communicate in both written and verbal forms in a clear concise manner |
| 1. A passion for excellent customer service. |
| 1. Confident in using ICT Systems i.e. Microsoft Office, Social Media (Gladstone, Plus 2 etc). |
| **KEY BEHAVIOURS** |
| 1. Self-motivation and personal drive to manage competing priorities and meet deadlines |
| 1. Flexible, creative, and innovative to meet the needs of the business. |
| 1. A professional and customer focussed approach who inspires improvement and development in people, performance, and processes. |
| 1. Personal commitment to ensure activities and services are equally accessible and appropriate to the diverse needs of the customer. |
| **OTHER** |
| 1. If required, a willingness to consent to and apply for an enhanced disclosure check. |

**22.07.24**