**Swimming Administrator and Teacher**

**Reporting to Swim Well Manager**

**YOUR PERSONAL PROFILE**

**YOUR ROLE…**

You will be responsible with supporting the Swimwell Manager and the wider team in day to day operations.

**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 programs

Net zero by 2038

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

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| 1. Providing excellent customer service, including face to face enquires, emails and telephone calls. |
| 1. Developing the 1-2-1 swimming lessons offer. |
| 1. Working as part of a strong swimming teacher team and with wider colleagues. |
| 1. Collating reports when necessary |
| 1. Supporting the Swimwell Manager with all other duties as needed |
| 1. Taking on the responsibilities of a Swimming Teacher when needed |

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

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| **EDUCATION AND QUALIFICATIONS** |
| 1. Level 1 & 2 Swimming teacher qualifications is essential as you will be required to cover lessons when required |
| **EXPERIENCE** |
| 2. Experience of supporting a management team with administrative tasks. |
| **SKILLS AND ABILITIES** |
| 3. Good IT skills including word and excel. |
| 4. Excellent communication and organisational skills. |
| 5. Remain calm and resilient when faced with challenging situations. |
| 6. Proven ability to communicate effectively, building positive relationships with customers, colleagues and partners |
| 7. A passion for excellent customer service. |
| **KEY BEHAVIOURS** |
| 8. Self-motivation and personal drive to improve self-growth - keep up to date with new protocols , Allergy updates and latest trends. |
| 9. Flexible, creative, and innovative to meet the needs of the business. |
| 10. Personal commitment to ensure activities and services are equally accessible and appropriate to the diverse needs of the customer. |
| 11. Excellent time management required |
| **OTHER** |
| 12. If required, a willingness to consent to and apply for an enhanced disclosure check. |
| 13. Ensure the safety and well-being of all individuals by adhering to safeguarding policies, and promptly alert the Safeguard Lead of any concerns, incidents, or potential risks. |

**25.07.24**