



Job Title: Swim Teacher

Responsible To: Programme Supervisor

Direct Reports: None

Place of Work: Based at a specific pool venue but may be expected to travel to other venues as and when required.

Purpose of the Job

To provide a consistently high standard of service through teaching of swimming to all customers enrolled on the Company's swimming lesson programme.
To provide a quality system of course administration

Key Responsibilities:

1. Core Values

- To promote the Company's Core Values through personal behaviour and by challenging behaviour in others that is contrary to the Core Values.

2. Customer

- To ensure that Service Magic standards are utilised and that every member of the team is focused on providing customers with a positive experience.
- To teach swimming as per the swimming lesson schemes.
- Offer an excellent level of internal/external customer service, dealing with all enquiries and comments in accordance with the company's customer care policies.
- Offer guidance and feedback to all customers regarding the programme of participants on the swimming lesson scheme.

3. People

- To work as a member of the aquatic team, working pro-actively with other members of staff both in aquatics and all other areas of the business.
 - To ensure that on a day-to-day basis you are fully aware of your working obligations and that you are both reliable and punctual for your allocated shifts.
 - Attendance at both meetings and training will be obligatory, however nonattendance will be at the discretion of the Swimming Lesson Co-ordinator or Line Manager.
 - To ensure that CPD (Continuous Professional Development) credits are kept up to date. Courses will be done in the instructor's own time. The company will pay for the actual cost
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of achieving 1 year's credit. A minimum of 3 credits is required every 5 years (subject to ASA ruling). All other training will be at the discretion of the Centre's General Manager

4. Financial

- To assist in the delivery of realistic financial objectives ensuring measures are in place to achieve the agreed budget.

5. Business Development

- To continually attract new customers and events to the venue so that income and profit figures are achieved.
- To deliver repeat customer business through the effective day to day running of the aquatic operations and the delivery of the Health and Safety Policy.
- To provide feedback and statistical information to the management team on the swimming lesson scheme.

6. Operations

- To ensure the smooth running of the day to day operation, at a reasonable cost, so that customers are satisfied with the service and budgets are not exceeded.
- To plan and prepare lessons and schedules for all classes within the swimming lesson scheme.

7. Key Performance Indicators

- To assist in the delivery of all key performance indicators for the venue as set out in the Corporate Plan.

8. Health & Safety

- To ensure that the centre complies with all current Health & Safety Legislations • To report immediately any areas of concerns to either a Line Manager or Duty Manager.

Expected Behaviours

ICAN – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues.

Ethical, with integrity – Operates with sound moral principles, through a broad knowledge of the wider environment. Displays strong integrity, honesty and builds trust easily.

Inspiring – Approaches everything with energy, passion, empathy, and connection.

Driven – Extremely hard working, is compelled to accomplish goals individually and drives teams to do the same.

Excellent Communicator – Articulates clearly and concisely, listens to others, and ensures that relevant information is shared across the organisation.

Motivated Is genuinely invested in the success of their team and organisation.

Self-aware understands that their behaviour and mood has an effect on others.

Compassionate Has a good understanding of their team and is compassionate and empathetic to those around them.