# Grading
# Job Description and Employee Specification

| | |
|---|---|
| **Job title:** Level 2 Swimlincs coach | **Service area:** Governance and Communities |
| **Post number:** | **Division:** Active Lifestyles |
| **Grade:** 7 | **Section/team:** Leisure Centres |

**Overall purpose of job:**

The swimming coach will provide instruction of swimming or other associated aquatic activities to a group of pupils or individuals, always ensuring the safety and wellbeing of participants. To deliver the swimlincs and schools programme to a high standard of customer service and customer satisfaction. Maintain compliance to the Council's policies and procedures.

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

**Main responsibilities:**

1. To provide instruction to individuals or groups of all abilities within the Council's Learn to swim and school swimming Lesson programmes, giving support and motivation to all ages and abilities which in turn will improve an individual's performance.

2. Ensure relevant administrative procedures are undertaken and are accurately maintained including registers, lesson plans and individual records of achievement, to aid the delivery and the effectiveness of the swimming lessons. Liaising with other swimming teachers and the admin team as and when needed.

3. To provide guidance to the swimming teaching assistant to enable them to support effectively in the swimming lesson delivery.

4. Maintain high standards of customer care standards and respond to customer concerns in a timely manner.

5. To provide guidance and support to individuals, parents/ guardians, school associates and any other partners to aid participant's improvement and development accordingly. Positively providing feedback to the individuals, parents/ guardians or school associates regarding their/ their child's development, ability and achievement.

6. Maintain full knowledge of the swimming services available at the various leisure sites.

7. General duties including cleaning, set up and dismantling, of swimming teaching equipment, ensuring the safe handling of any equipment involved.

8. To be fully conversant and compliant with the Council's policies and procedures including health and safety, normal operating procedures, emergency action plans, safeguarding children and vulnerable adults.

**Knowledge, skills and experience:**

- Relevant teaching qualifications including STA Level 2 certificate in swimming teaching or Swim England Level 2 in swimming teaching.
- Skilled in delivering a variety of lessons to a range of ages and abilities, using a variety of teaching methods to maximise potential of individuals.
- Effective verbal and written communication skills, excellent customer care.
- Knowledge of safeguarding children and vulnerable adult's policies and procedures.
- Maintain the skills and knowledge required by the relevant governing body.

**Creativity and innovation:**

- Prepare and deliver lessons within the framework provided by recognised governing body guidelines and NLC guidelines.
- Regularly assess and feedback to individuals in accordance with recognised body and NLC guidelines and offer advice, assistance, and support.
- Dealing with disruptive individuals appropriately during a lesson.
- Dealing with individuals / parents who may be difficult or upset using appropriate customer care techniques, trying to maintain a positive customer experience and successful learning outcome.
- Required to plan and deliver stimulating, motivating, and appropriate teaching practises within the individual lesson framework, always maintaining the safety of individuals.
- Provide clear, concise, and accurate instructions within the pool environment to always maintain safety and enjoyment.

**Contacts and relationships:**

- Direct customer contact including individuals, parents and schools always promoting and supporting the swimming lesson programme.
- Daily contact with individuals about swimming lessons issues some of which could be contentious.
- Contact with area facility managers, programme development team, administrative staff and other instructors about organisational issues.

**Decision making:**

- Responsible for applying agreed recognised governing body and NLC guidelines.
- Decisions in connection with the most appropriate solutions to dealing with queries or complaints from individuals.
- Required to make decisions on individual pupil's progress in accordance with laid down standards.
- Responsible for maintaining a safe environment for individuals or groups when delivering lessons.
- Implement operational decisions as guided by the programme development team or area facility managers where support will be available.
- Ensure swimming lessons commence and finish on time in accordance with the swimming programme.

**Responsibility for resources:**

Financial resources:

None

Physical resources:

Responsible for the proper use and safekeeping of the iPod, teaching aids and associated equipment.

**WORK ENVIRONMENT**

**Work demands:**

- Generally required to work to set programmes and routines.
- Interruptions from people including parents / guardians during the lesson delivery.

**Physical demands:**

- Required to move lightweight teaching aids and equipment.
- Provide occasional manual support to individuals during the lesson as and when approved by the programme development team and leisure centre management team.

**Working conditions:**

- Work within a warm and humid pool hall environment
- Occasionally required to teach in the water as and when approved by the programme development team and leisure centre management team.

**Work context:**

- Potential conflict with disgruntled customers.

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**Position in organisation:**

Indicate how many staff the post is directly accountable for: 0

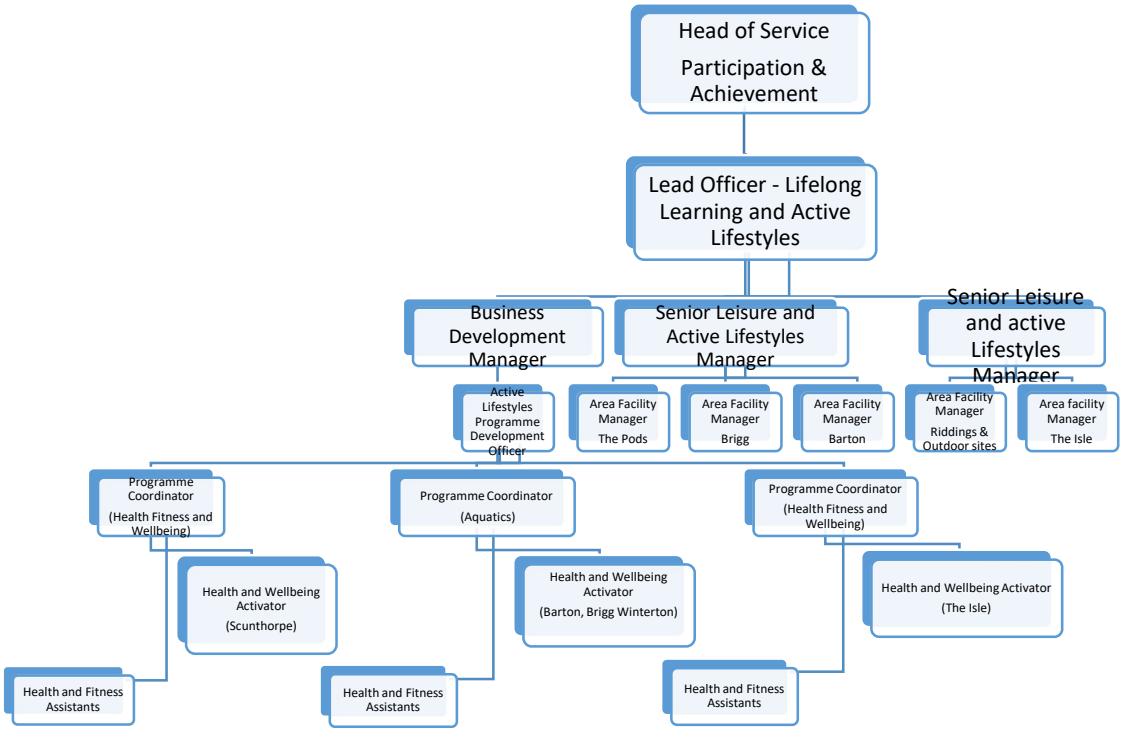
Are posts in more than one location? Yes ■ No ☐
Is this at the same site? Are the posts managed highly mobile?

Is the supervision/management shared with another post in the structure?
Yes ☐ No ■

Please indicate which post(s)

_____

You must provide an organisation chart that shows where the job sits within the structure. This should be a simple diagram but with enough detail to put the job into context, i.e. the post holder may manage different groups of staff undertaking different tasks. The chart must show the job in question, the job to which it reports, those jobs which report alongside it and subordinate posts.



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| Job Description Version Control | |
|---|---|
| Date evaluated | |
| Date updated | |
| Updated by (manager name) | |
| Checked by (HR name) | |

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| ESSENTIAL CRITERIA | ASSESSED THROUGH: |
|---|---|
| **Knowledge, Skills and Experience** | **Application form (follow up at interview)** |
| • Experience of working with children. | |
| **Knowledge, Skills and Experience** | **Interview** |
| • Experience of coaching/sports leadership.<br>• Excellent communication skills.<br>• Good organisational skills. Ability to work alone or as part of a team.<br>• Ability to work under pressure. | |
| **Education, Training and Qualifications** | **Original documents** |
| • STA Level 2 Certificate in swimming teaching or equivalent. | |
| **Working Arrangements** | **Interview** |
| • Able to travel to various leisure centres within North Lincolnshire. | |

| DESIRABLE CRITERIA | ASSESSED THROUGH: |
|---|---|
| **Knowledge, Skills and Experience** | **Application form (follow up at interview)** |
| • Experience working in community/leisure centres. | |
| **Knowledge, Skills and Experience** | **Interview** |
| • IT/Administration experience<br>• Customer care skills | |
| **Education, Training and Qualifications** | **Original documents** |
| • Safeguarding children and vulnerable adult's qualification<br>• First aid qualification<br>• STA safety award for swimming teachers | |
| **Working Arrangements** | **Interview** |
| • Flexible in working patterns. | |

| THE POST IS SUBJECT TO: | |
|---|---|
| **Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974** | |
| **Yes** ✓ | **No** ☐ |
| **Political restriction** | |
| **Yes** ☐ | **No** ✓ |
| **The ability to speak fluent English under the Immigration Act 2016** | |
| **Yes** ✓ | **No** ☐ |

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- Version Control

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|---|---|
| Author | HR Policy Team |
| Status | V0.1 |
| Date approved | 19 September 2012 |
| Last updated | 21 December 2021 |