

## JOB DESCRIPTION



Peterborough  
Culture and Leisure

### General Information

<b>Job Title</b>	Vivacity Swimming Academy – Co-ordinator	<b>Reporting To</b>	General Manager – Regional Fitness & Swimming Centre
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### General Purpose

- Reporting directly to the GM – RFSC manage and co-ordinate the operation of the Vivacity Swimming Academy (VSA – schools and public programme) across all sites ensuring maximum occupancy and optimum profitability.
- Work collaboratively to support and mentor the VSA lead and delivery team at each venue to ensure full and consistent compliance with customer service, administrative and financial processes that underpin the delivery of an excellent and efficient customer experience.
- To manage and monitor student attainment levels ensuring appropriate progression through the scheme whilst maximising retention and minimising waiting time to enter scheme.
- To ensure appropriately trained and qualified teachers are deployed and available at all times to deliver agreed teaching outcomes including meeting their training, development and mentoring needs.
- To ensure appropriate professional and informative communication is maintained between Vivacity and scheme participants/parents/carers/school leads.

### Responsible for any Financials or Direct Reports

The post holder is to be aware of and order in line with the budget which is communicated by the General Managers Regional Fitness and Swimming Centre and Vivacity Premier Fitness for the services detailed below and responsible to the budget holder for the effective use and delivery of service within this resource:

- Vivacity Swimming Academy including schools learn to swim programme.

The post holder has line management responsibility for: Swimming Teachers.

The post holder has a functional relationship with: Site specific VSA lead and operational teams.

### Key Deliverables

- To provide a customer centric service from first enquiry ensuring that a consistently high quality service is provided at each service point to maximise participation, revenue generation and customer satisfaction.
- To line manage the Swimming Teachers from recruitment onwards ensuring effective deployment of resources, ongoing training, development, mentoring and periodic review in line with company policy. Ensure that the performance of individuals and teams is monitored and reviewed through supervision meetings, forums and the performance development and review process.
- To develop and maintain collaborative working relationships with the VSA leads and operational staff at each site ensuring systems and procedures are consistently applied to effectively achieve agreed business outcomes and service standards.
- To deliver agreed outcomes and performance targets as specified in the Business/Service Plans in a timely and effective manner, liaising with the GM's on any predicted variances as they arise.

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- To continuously review programmed teaching space to maximise occupancy and curriculum needs at any given point, making and communicating any necessary adjustment required.
- To ensure full compliance with health and safety regulations and Acts associated with the service and maintain regular contact with appropriate nominated advisory services to ensure they are maintained, kept up to date and fully complied with.
- To ensure all operational manuals and emergency operating procedures applicable to the service area are in place and updated in line with current legislation, best practice and communicated to staff and supported with regular reviews and updates.
- To manage and maintain teaching aids and equipment deployed in the delivery of the service ensuring it is readily available and fit for purpose.
- To ensure staff cover is available at all times to effectively deliver the service and able to respond to programme and service needs.
- To oversee the administrative and clerical procedures necessary to support the programme and comply with audit requirements, performance monitoring & reporting and service design/programme development
- To work collaboratively with the Centres and sales and marketing team to help design campaigns and implement agreed marketing and promotional activity.
- To maintain regular contact with service users through focus groups, one to one and regular liaison meetings, and respond to customer complaints and queries in the prescribed manner.
- To keep up to date with industry best practice and developments where these may impact upon the swimming programme operated by Vivacity and maintain a productive relationship with regional ASA development officers and City of Peterborough Swimming Club.

### Requirements - Experience

- A minimum of three years' experience in the field of swimming teaching/tutoring, or similar public frontline services, including management and operation of teaching and education programmes, services, and projects.
- Significant experience of customer engagement and managing concerns/expectations.
- Collation and use of data to develop programmes and inform appropriate change.
- Leading change
- Financial control, revenue budgets and performance monitoring

### Requirements – Qualifications

- ASA Certificate in Teaching Swimming – Secondary Teacher\*
  - Evidence of continuing personal/professional development
  - Competent user of ICT
- (\* or suitable equivalent)



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### Requirements – Personal Characteristics

- Commitment to excellence in customer service and a can do attitude
- Good interpersonal skills including an ability to motivate, persuade and enthuse others
- A starter finisher with high levels of personal motivation and integrity
- A leader who demonstrates best practise with a willingness to share knowledge and experience
- Ability to innovate, adapt and be creative to achieve improvement
- Ability to deal with pressure and competing demands in a logical manner
- Problem solving skills
- Flexible
- Commitment to equality

### Other Points

The post holder manages a comprehensive and recently reviewed learn to swim programme providing teaching to both schools and public using the ASA curriculum. The administration of the scheme is changing with the introduction of new payment methods and rolling enrolment/progression which will be supported using hand held technology, aiding communication and engagement with participants. The school programme is held at the Regional and Jack Hunt swimming pools with the public programme staged at both with the addition of Vivacity Premier Fitness. The service is key to delivering a life skill, social, and educational activity that provides a significant income stream for Vivacity. The City of Peterborough Swimming Club and Peterborough schools are key stakeholders in the service together with the general public. There is a significant opportunity to grow the business and increase occupancy whilst raising standards and quality of service provided.

The post holder will have responsibility for stakeholder engagement, partnership working, scheme performance and a relatively small staffing resource.

