

Job Description	
Job Title:	Learn to Swim Manager (York)
Salary:	£28,000 - £30,000 per annum (plus bonuses up to £3,000)
Hours of Work:	40hrs per week
Contract:	Full Time Permanent
Location:	York
Responsible to:	Company Directors
Responsible for:	Learn to Swim Coordinators Swim Teachers Lifeguards

Purpose of Job:	<ol style="list-style-type: none"> <li>1. To manage the learn to swim provision;</li> <li>2. Act as the key point of contact for customers;</li> <li>3. Line management of teaching and lifeguarding workforce;</li> <li>4. Drive growth of learn to swim programmes;</li> <li>5. Improve the quality and standards of teaching across the learn to swim scheme;</li> </ol>
Main Responsibilities:	<ul style="list-style-type: none"> <li>• Day to day management and growth of the learn to swim programme.</li> <li>• Ensure lessons are appropriately coordinated and fully staffed.</li> <li>• Provide cover for swimming lessons as required and at short notice.</li> <li>• Programme facilities and staff with economical efficiency and implement strategies to maximise income.</li> <li>• Establish and maintain excellent relationships with our customers and potential customers, handling and escalating complaints where appropriate.</li> <li>• Recruitment and management of teaching and lifeguarding workforce.</li> <li>• Oversee the mentoring and development of the teaching team in accordance with YSA's training requirements.</li> <li>• Conduct appraisals for core staff members.</li> <li>• Achievement of KPIs in line with YSA's focus on delivering world class lessons and customer experience.</li> <li>• Drive the sale of swimming awards and other goods.</li> <li>• Produce and implement innovative promotions to build current customer base and maximise retention.</li> <li>• Continually improve schemes of work and ensure that all lessons are planned and evaluations recorded by Swimming Teachers.</li> <li>• Undertake quality and health and safety audits in line with YSA's operating procedure.</li> <li>• Attend training courses/workshops as identified by YSA.</li> <li>• Treat all concerns of a child safeguarding nature as paramount. Refer and escalate as necessary in a timely and appropriate manner in line with YSA's safeguarding policy.</li> <li>• Adhere to YSA's Equity and Diversity Policy, Health and Safety Procedures, Standard Operating Procedures, Customer Service Standards and Uniform Policy at all times.</li> <li>• Maintain own mandatory qualifications, licensing and CPD/training requirements.</li> <li>• Undertake any other responsibilities as required by the Company Directors that are commensurate with the remuneration for this post.</li> </ul>

## Why Choose YSA?

At York Swimming Academy, we're passionate about creating an exceptional environment for both our swimmers and our team. Joining us means being part of a dedicated group that shares your enthusiasm for making high quality swimming lessons accessible to all.

We believe in supporting your growth as much as you support our mission. That's why we offer comprehensive training, mentorship, and funding schemes to help you enhance your qualifications and reach your professional goals. Your development is an investment in the high standards we strive to deliver every day.

Beyond professional growth, we're committed to fostering a warm, friendly workplace where you feel valued and appreciated. Our team building events provide opportunities to connect and unwind, while our 'Caught in the Act' program rewards your hard work and dedication with well-deserved recognition.

If you're as passionate about making a difference as we are, York Swimming Academy is the perfect place to grow your career while helping others grow their confidence in the water.

## Person Specification

Skills	E	D	MoA
Ability to manage, develop and monitor a successful learn to swim programme	√		A / I / T
Ability to work on own initiative and with others	√		A / I / T
Can prioritise tasks, work to tight deadlines and multi-task	√		A / I / T
Ability to mentor and inspire confidence in others	√		A / I / T
Exceptional customer service skills	√		A / I / T
Ability to communicate effectively with a range of audiences	√		A / I / T
Ability to take a solutions-focused approach	√		A / I / T
Ability to implement new and continually improve processes	√		A / I / T
Good numerical and written skills	√		A / I / T
Confident user of computer systems	√		A
Knowledge & Experience	E	D	MoA
Knowledge of the learn to swim industry	√		A / I / T
Experience of working with a diverse customer base	√		A / I
Experience of anticipating customer needs	√		A / I
Experience of managing others (e.g. recruitment, performance monitoring, appraisals, disciplinary)		√	A / I / T
Understanding of relevant health and safety legislation	√		A / I
Knowledge of industry guidelines	√		A / I
Experience of coordinating a learn to swim programme	√		A / I / T
Qualifications	E	D	MoA
Degree or equivalent vocational qualification in relevant subject/area		√	A
Swim England Level 2 Swimming Teacher (or equivalent)	√		A
Swim England Level 3 Swimming Coordinator		√	A
RLSS NRASTC or NPLQ Qualification (or equivalent)		√	A
Full UK Driving License and access to own vehicle	√		A
Behavioural & Other Characteristics	E	D	MoA
Willing to abide by YSA's health and safety policies	√		A / I
Willing to abide by YSA's safeguarding policies	√		A / I
Ability to regularly travel to different locations around the city	√		A / I
Willing to work flexible hours, including weekends and evenings to cover the needs of the company and to work throughout the city	√		A / I
Commitment to customer care and continuous improvement	√		A / I
Commitment to staff and own development	√		A / I

E = Essential

D = Desirable

MoA = Method of Assessment (Application/Interview/Task)

### Job Description

Relationships:	The post holder will be an integral part of the management team and will be supported by the Company Directors. The post holder will be responsible for the management of Learn to Swim Coordinators and required to work closely with the management team and general workforce.
Physical Conditions:	<p>The role involves working from home with regular attendance at learn to swim sessions across the city.</p> <p>All venues are accessible by disabled persons.</p> <p>York Swimming Academy operates a non-smoking policy.</p>
Prospects:	York Swimming Academy is enjoying continuous growth and with this comes the need to add additional roles to our company structure. Opportunities for advancement and promotion will occur at various points in the future, depending on rate of company growth. York Swimming Academy is committed to supporting individuals through both 'in-house' and external training.