



JOB DESCRIPTION

Job Title:	Swimming Instructor
Location:	Any Northampton Leisure Trust location
Rate of Pay:	£14.46ph
Responsible To:	Commercial Activity Manager, Swim School Development Officer, Assistant Managers, Duty Supervisors
Responsible For:	Trilogy Swim School Customers

MAIN PURPOSE OF THE ROLE

- To plan, deliver and evaluate progression within swimming lessons in line with Trilogy Swim School scheme of works.
- To ensure the smooth and safe running of the swimming lessons.

MAIN DUTIES & RESPONSIBILITIES

- Maintain and promote professional image of Trilogy Swim School at all times
- Provide safe and age appropriate lessons and activities
- Promote health, safety & wellbeing to customers using Trilogy Swim School at all times
- Undertake any other duties commensurate with the post's level of responsibility

STANDARDS

- Develop a culture of excellence
- To act in accordance with, and positively promote, NLT's policies and standards
- Ensure all customers receive the highest level of service at all times
- Value and take ownership for customer satisfaction
- Keep up to date with all facility programmes and products in order to ensure you provide the latest information to customers
- Continually look to improve the quality of the service we provide
- To carry out duties with due regard for Health & Safety Requirements and Regulations, ensuring Safety is your highest priority. Report any concerns/issues immediately

JOB DEMANDS

Emotional Demands

- Required to interact with customers at a basic level.
- Required to deliver and adapt lessons to a wide variety of ability levels

Physical Demands

- Responsible for setting up and setting down of equipment within the time of the shift allocated.
- Responsible for care of swimming/pool equipment.
- Responsible for electronically taking registers and updating student progression each lesson using the Trilogy Swim School scheme of works
- Required to attend and participate in team training and instructor meetings as directed

Working Conditions

- Swimming lessons take place after school or in the mornings for preschool, evenings, weekends, and 1-2-1 lessons.
- List all e.g. required to work on a shift roster which includes daytimes, evening, weekends and Bank Holidays, and to provide short notice cover

PERSON SPECIFICATION

List all relevant to the role, leaving in the standard items listed

	Essential/Desirable?	
EXPERIENCE / KNOWLEDGE / QUALIFICATIONS	E	D
Knowledge of Swim England Learn to Swim Framework		✓
Ability to use electronic devices to update student attendance and progression	✓	
Have previous experience of working in a customer facing environment		✓
Must hold Level 2 Swim England qualification or equivalent	✓	
Must hold a industry qualification for Pool rescue, i.e. NPLQ, NRASTC	✓	
Additional Aquatic Qualifications i.e. Parent & Child, Infant, Adult, and Disability		✓
Knowledge and understanding of safeguarding and best practice	✓	
SKILLS	E	D
Knowledge of computer software such as Cap2		✓
Excellent customer care skills	✓	
Able to communicate clearly and effectively	✓	
Ability to act on own initiative or as part of a team	✓	

BEHAVIOURS	E	D
Demonstrates trust, openness and respect in dealing with people	✓	
A dynamic performance driven individual with a 'can do', results focused approach and attitude	✓	
Flexible approach to tasks and workload	✓	
OTHER	E	D
Willingness to travel between all NLT sites	✓	
Commitment to continuous professional development and willingness to undertake training where necessary	✓	
Understanding of and commitment to equality and diversity	✓	