



**Recruitment Information –
Sports Centre Duty Manager (Aquatics Manager)
Brockworth Sports Centre**





HENLEY BANK HIGH SCHOOL

July 2021


Dear Candidate,

Thank you for your interest in the post of Sports Centre Duty Manager (Aquatics Manager) at Brockworth Sports Centre, Henley Bank High School.

Brockworth Sports Centre is a proud member of the Greenshaw Learning Trust, a 'family' of like-minded schools, that collaborate to provide mutual support, share their good practice and learn from each other, whilst retaining and developing their own distinctive character.

At Brockworth Sports Centre our aim is to provide community access to the school's sports facilities during non-teaching periods, evenings and weekends. While providing a friendly and safe environment for all.

We offer the following facilities and services:

- 25 metre, 4 lane indoor heated **Swimming Pool** featuring Brockworth Swim School  , Primary School Swim lessons, 121 Swim lessons, Public Swim, Private hire and Birthday parties
- **Multi-use Sports Hall** for 5-a-side football, 4 courts for Badminton, Basketball and Netball courts, Martial Arts and other Activities
- **Dance Studio** with Group Exercise classes and other Activities
- **All Weather 'astro-turf' Pitch** available for full or $\frac{1}{3}$ pitch hire
- **Outdoor Grass Pitches** – 11-a-side adult pitch and mini pitches (U7's, 2 x U9's and U11's)
- **Outdoor Multi-Surface area** – combining 4 Net Ball courts or 5 Tennis Courts

We are committed to safeguarding and promoting the welfare of children and young people, therefore this appointment will be subject to vetting, including an enhanced DBS disclosure.

We are ambitious about diversity and inclusion and very much look forward to receiving applications from candidates whose personal qualities and values reflect those in the person specification and whose experiences also place them in a strong position to deliver the challenges set out in the job description. We encourage applications from candidates regardless of age, disability, gender identity, sexual orientation, pregnancy, marital status, religion, belief, or race.

If you would like an opportunity to visit our Sports Centre or have any questions, please feel free to contact Mark Johns (Sports Centre Manager) at mjohns@henleybankhighschool.co.uk or call 01452 864796.

Closing date: 6th August 2021

Interviews will be held: Week commencing 9th August 2021

Yours sincerely

Mark Johns
Sports Centre Manager

Job Description

Contract: Permanent Role.

Report to: Sports Centre Duty Manager (Aquatics Manager).

Scale Range: Scale Pay Point NJC 13-20 depending on experience (£22,627 to £25,991 per annum)

Salary range will be determined subject to experience and qualifications. Salaries are paid monthly on the last working day of each month.

Working Pattern: Full Time (36 hours a week) worked on a rota basis including weekend and evenings.

Flexibility is required to cover the full range of shifts.

Holiday Entitlement: The annual holiday entitlement is 22 days plus 2 extra-statutory days.

Probationary Period: New employees are required to complete a six-month probationary period.

We are looking for a Sports Centre Duty Manager (Aquatics Manager) to join our team on a full-time basis to assist Brockworth Sports Centre deliver a world class customer experience on a day-to-day basis across our wet and dry side facilities with a focus on our Aquatics programme.

This position will primarily focus on the effective delivery, management and commercials of the Sports Centre Aquatics programme – Swim School, School swimming and 1-2-1 / 2-2-1 swimming lessons – as well as co-ordinating the Swimming Pool timetable by liaising with the various Swim Clubs, groups and organisations that hire the facility, and arranging Public swim times and other aquatics activities, i.e. Aquafit. The goal is to maximise usage of our Swimming Pool facility and encourage more participation.

The role will cover working across all aspects of the Sports Centre from Duty Management, Lifeguarding, Reception as well as Swimming lessons (if suitably qualified). Duties primarily focus on the delivery of exceptional customer service and operational standards, and the safety of all our customers, as well as operational, administrative and cleaning tasks supported by the rest of the team.

You will take responsibility for overseeing the Swim Teacher and Lifeguarding teams.

As part of the management team, you will be heavily involved in the successful growth of the Sports Centre through quality marketing, dealing effectively with all enquiries and driving Membership and Pay-As-You-Go sales along with retail opportunities.

Hours of Work: There will be a variety of shifts available to cover our opening times:

6:30am-10pm Monday-Thursday

6:30am-8pm Friday and

9am-6pm Saturday and 9am-8pm Sunday

Key Contact: Sports Centre Manager – Mark Johns mjohns@henleybankhighschool.co.uk
Tel – 01452 864796

Key Duties

Job Purpose

- To run a commercially successful Aquatics programme, fully utilising the Swimming Pool facility, through effective planning, scheduling, co-ordination, negotiation and evaluating the various elements making up the programme
- To oversee and develop all Aquatics operational standards to consistently deliver operational excellence
- To build and engage our Swim Teacher and Lifeguarding team delivering great customer service, in a safe environment
- To support with the safe and smooth running of the operation of the Sports Centre during normal opening hours

Job Description

Aquatics Management

- To run a commercially successful Aquatics programme, fully utilising the Swimming Pool facility
- To develop the Swim School product in line with Swim England criteria and best practice, and ensure effective PSOP's are in place and adhered to
- To develop the School Swimming Lesson product by keeping up-to-date with National Curriculum requirements and best practice, and grow the programme by liaising with all local Primary Schools at the start of the academic year to build great relationships and optimise bookings
- To liaise and develop relationships with all Swimming Pool hirers to maximise retention for future bookings
- To build and develop the Swimming Pool schedule to grow participation and occupancy across all activities* around usage by Henley Bank High School and school holidays – a minimum of 6-weeks in advance of the new term
*Swim School including 1-2-1/2-2-1 lessons, School Swimming Lessons, Clubs/groups/organisations hire, Public Swimming, Birthday Parties and other aquatics activities
- To maintain the Aquatics programme on the School Hire (Activity) system, for a minimum of 4-weeks in advance, to provide the opportunity for our customers to book a maximum of 1-month in advance
- To manage all Swim School (including 1-2-1/2-2-1 lessons) and School Swimming Lesson aspects – new enquiries, existing queries, feedback, complaints etc – responding to all within 48 hours
- To manage the process for all new Swim School enquiries to provide a world class experience and maximise uptake to swimming lessons, and reporting monthly on the numbers of new enquiries, assessments booked/completed and new participants booked onto the programme
- To manage the renewal process and communications with all existing Swim School participants to provide a world class experience to maximise retention for next term and encourage referrals, and report monthly on movement in total participation and the 'flow' through the programme for all stages
- To promote world class Customer Service amongst the Aquatics team and pro-actively understand our customers' needs and monitor and report on their feedback, in order to drive participation levels
- To keep all information up-to-date and effectively market the Aquatics programme through the Website, Facebook, School Hire, noticeboards, signage, emails, texts and other suitable marketing tools
- To manage School Hire (Activity) on a daily basis, responding to all messages and requests promptly

- To monitor, review and report on the performance of the Swim School (including 1-2-1/2-2-1 lessons) and School Swimming Lesson programmes on a monthly basis, and devise strategies to grow participation and maximise occupancy whilst carefully controlling payroll and costs
- To ensure that all equipment required for Swim School and School Swimming Lessons is available and is kept clean, tidy and neatly stored away when not in use
- To act and perform the duties of a Duty Manager and cover shifts as required

Team

- To effectively roster Swim Teachers (including management of holiday and sickness cover) and assist with the Swim School and School Swimming Lesson programmes
- To effectively roster Lifeguards (including management of holiday and sickness cover) to supervise all relevant Aquatics activities and cleaning schedules, and assist as required
- To support with the recruitment / assessment (including completing competency tests), induction, on-going training, and probationary and performance reviews for the Swim Teachers and Lifeguards
- To attend and manage all aspects of the mandatory monthly Lifeguard training to ensure all relevant team members are suitably qualified, completing competency tests as required, and liaising with the team and training provider(s)
- To hold regular meetings with the Swim Teachers (quarterly) and Lifeguards (monthly) to discuss performance, operations and developments, and encourage general feedback, producing and distributing minutes and associated documentation
- To regularly monitor the delivery of the Aquatics programme and feedback to Swim Teachers and Lifeguards
- To motivate and pro-actively develop the Swim Teacher and Lifeguard teams with regular coaching, training and general communications
- To actively support your own development through informal and formal training
- To monitor and manage the cleaning standards on poolside and throughout the Sports Centre completed by the Lifeguarding team
- To organise arrangements for the successfully run NPLQ / NRASTC or other pool related courses
- To assist the Sports Centre Manager with management of the rest of the Sports Centre team (Duty Managers, Receptionists and Cleaners)

General Duties

- To cover Reception and answer the phone as required dealing effectively with all enquiries, bookings and queries
- To act as a Lifeguard covering shifts and supporting the Lifeguarding team
- To take responsibility for managing updates to all digital platforms – Website, Facebook and School Hire
- To be responsible for reporting and resolving all IT / telephone issues
- To ensure all services are delivered in compliance with Henley Bank High School policies and procedures. In particular safeguarding, health and safety and equal opportunities
- To undertake any other duties properly assigned by the Sports Centre or Duty Manager
- This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements of the post holder

Greenshaw Learning Trust Employee Benefits

The Greenshaw Learning Trust recognises that our employees are our most important asset and we are aware that the quality and commitment of our employees is critical to our success. We offer all our employees the following staff benefits:

Excellent CPD opportunities and career progression.

Employer contributions to Teachers Pension Scheme.

Cycle to work scheme.

Gym membership scheme.

Employee Assistance Programme.

Eye Care Voucher Scheme.

Tusker – Green Car Scheme

Person Specification

Qualifications	Essential	Desirable
National Pool Lifeguard Qualification (NPLQ)	●	
PWTAG recognised Pool Plant Operators certificate		●
Swim England/STA Level 2	●	
RLSS NPLQ Trainer Assessor		●
NVQ in Leisure or Operations Management, or similar		●
Experience and Knowledge	Essential	Desirable
Experience in leisure management as a Supervisor, Duty Manager, Operations Manager, or similar	●	
Experience working in a customer facing environment, providing the highest levels of customer service across a range of clientele, managing communications and resolving conflict	●	
Working knowledge of health and safety best practice and legislation in leisure facilities	●	
Experience supervising and / or line managing staff, including recruitment, induction and training		●
Experience carrying out lifeguard observations and competency tests		●
Experience operating a pool plant (or be prepared to undertake training)		●
Experience teaching children and young people how to swim		●
Skills and Abilities	Essential	Desirable
Ability to lead as well as work as part of a team	●	
An articulate communicator and can relate effectively with the public and team in person, over the phone or in writing	●	
Customer-focussed mindset with exceptional customer service skills	●	
Ability to keep calm under pressure and solve problems and emergencies when they arise efficiently and effectively	●	
Personal	Essential	Desirable
Good organisational skills with meticulous attention to detail	●	
Commitment to working within the School's Safeguarding Policy and Procedures	●	
A highly motivated individual who can operate independently and use initiative to prioritise to meet the demands of the role	●	
Self-motivated with a positive attitude and keen willingness to learn	●	
High levels of professional integrity and energy	●	

The Recruitment Process

1. Applications

To apply for a staff vacancy, please register for an online account to complete the application form. Please visit our website www.henleybankhighschool.co.uk,

The recruitment process is managed via your online account and you will receive regular notifications regarding the progress of your application.

The completed online application form should be accompanied by a personal statement of suitability of no more than 2 sides of A4. In the application form and personal statement, you should demonstrate how you meet the requirements set out in the Person Specification. Please include specific examples which support your application.

Applications must be received no later than Friday 6th August 2021. We encourage early applications.

2. Shortlisting

Shortlisted candidates will then be invited by telephone to attend for an interview. Please make sure you have given day and evening telephone numbers on which you can be reached.

3. Interview

Interviews will be held during the week commencing 9th August 2021.

4. Notification of outcome

Candidates will be notified of the outcome as soon as possible following the interview process. Please ensure you have given day and evening telephone numbers on which you can be reached.

5. Feedback

Unsuccessful shortlisted candidates will have the opportunity for professional feedback during the week following the interviews.

6. Take up post

The successful candidate will take up post on 1st September 2021