

Recruitment Pack for

Swimming Coordinator

Dear Applicant

Post: Swimming Coordinator
Closing Date: Monday 10 May 2021
JOB REF No: 0564
SALARY: **Grade 3 (£9.68 - £10.76 per hour)**

Thank you for the interest you have shown in our Swimming Coordinator post with Live Borders based at **Peebles Swimming Pool**. You will find the following within this pack:

- Introduction to Live Borders
- Introduction to Peebles Swimming Pool
- Our Strategic Vision, Aims and Values
- Job Description and Person Specification
- Conditions of Employment

The enclosed information provides you with details about our organisation to assist you with your application.

If you would like to apply for this post, you will find an Application Form & Guidance along with an Equal Opportunities Monitoring Form. Please complete both and return to recruitment@liveborders.org.uk

The timeline for the recruitment process is outlined below:

Closing Date: Monday 10 May 2021
Interviews: W/c 17 May 2021

The selection process can include different forms of assessment along with a formal interview. You will be advised of this if your application is successful.

If you have a disability and need assistance in completing your application form, please contact our People team recruitment@liveborders.org.uk to discuss your needs or request a call back.

We look forward to receiving your completed application.

Live Borders

Live Borders is the sport, leisure and culture trust for the Scottish Borders – this means we are a charity. Our aim is for everyone living, working and visiting the Borders to be **healthier, happier and stronger**.

Live Borders is governed and led by a Board of 15 Trustees who set the strategic direction and monitors performance of the organisation.

Peebles Swimming Pool

Peebles Swimming Pool offers a pool with separate baby pool, steam room and a range of fitness classes. Our Learn to Swim scheme has a large and loyal following of families from the Peebles area beyond offering our youngest customers a pathway to becoming confident swimmers.

Our normal working week is Monday to Sunday but at the moment Peebles whilst we come out of lockdown we are working on restricted opening hours but we look to return to normal opening as soon as we can.

Working as the Swimming Coordinator for the pool, you will play an integral part of the Learn to Swim programme. From providing a friendly welcome to the young swimmers and their parents on arrival and maintaining the online progress portal as well as discussing progress or any concerns with parents to planning the lesson schedule to ensure optimal capacity at all times.

There is one post available. This will be 10 hours per week working 2 hours every afternoon over lesson time to be provide a point of contact for parents and oversee the smooth running of the lessons.

This post is a Grade 3, (£9.68 - £10.76 per hour). Appointment to post is normally made at the lower point of the scale.

Our strategic vision

Vision: Everyone living in, working in and visiting the Borders to be healthier, happier and stronger.

Mission: We use our energy, enthusiasm and knowledge to support more people to experience more, learn more and move more.

Our strategic vision (cont'd)

Strategic goals:

- Expand levels of participation
- Grow our earned income
- Develop plural funding streams
- Build on our reputation for great customer service
- Be a sustainable charity
- Nurture our people.

Our aims and values

At the heart of Live Borders is our commitment to improve lives through physical activity, sport and culture.

Our Values underpin all that we do:

[Live Borders Values](#)

Every penny spent with us is reinvested into supporting active, creative and healthy communities.

The executive team, made up of our Chief Executive Officer and 3 Directors, provide the strategic lead on the management and development of Live Borders to ensure we are a sustainable, dynamic and flexible organisation fit for the future and that meets our stated outcomes.

As we re-emerge from the challenges of Covid 19 and a lockdown which has seen Live Borders unable to deliver any of its services to customers we are now entering a period of recruitment to meet our new ways of working and our ever expanding programmes of activity. Here are some of the ways in which the way we do things are different:

<https://www.liveborders.org.uk/what-to-expect-getting-you-back-safely/>

Job Description

Job Purpose:

To ensure the effective co-ordination and delivery of teacher-led aquatics activities. Providing a progressive and positive customer experience. You will do this by working as part of the Live Borders facility team in which you are based as well as linking in with other pools across our portfolio to share and achieve best practice. You will be an ambassador for Live Borders and our aquatics development work.

Tasks specific to role, the postholder will:

- Be the first point of contact for all parents and children during the Swim Borders lessons times
- Deliver a flawless, first class, friendly customer experience
- Work collaboratively with relevant personnel to ensure the positive integration of the Live Borders strategic objectives. This includes attending relevant meetings and keeping colleagues up to date on relevant work issues.
- Continually embrace and review your work ethics within the four organisational values of enjoy, innovate, inspire and unite.

Responsible to:	Responsible for:	Key relationships:
Duty Manager	N/A	Swimming/ Aquatics Teachers Other Swim Borders Coordinators

Job specific functions:

CUSTOMER SERVICE/ RECEPTION DESK	<ul style="list-style-type: none"> - Provide GREAT customer service as a friendly and approachable first point of contact - Provide consistent reception cover during Swim Borders lessons - Answer customer enquiries - Book children in for initial swimming assessments to determine which level of class they should be in - Issue Swim Borders welcome packs - Make sure all children receive their Swimming Level Certificates - Inform parents when their child is ready to move up a level of class - Inform the customer should there have been a last minute change of teacher - Promote aquatic activities available - Promote the Learn2 Home Portal
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<p>LEISURE MANAGEMENT SYSTEM (GLADSTONE)</p>	<ul style="list-style-type: none"> - Set up new members on the Swim Borders Learn2 Swim programme, issuing cards and setting up Direct Debits, recording the data accurately - Ensure all customers swipe membership cards on entry - Ensure all swimming lessons are recorded - Ensure all customer accounts are up to date and any unpaid sales are dealt with appropriately. - Update customer details on to Learn2 and Gladstone - Record any sickness/ holidays of children on the Learn2 system - Prepare and print off class registers for the aquatics teachers
<p>Other Duties</p>	<ul style="list-style-type: none"> - Notify Swimming Teachers that a parent wishes to be contacted (eg. For feedback on progress) - Notify Swimming Teacher of any new information that has been supplied that day (eg. Gromits) - Check changing rooms during lesson times and encourage customers to the use lockers rather than leaving belongings in the cubicles - Liaise with and report to Duty Management Team. - File paperwork - Attend Swim Borders Coordinator Meetings as and when required.

Other details

Requirement for PVG/Disclosure check – yes

Person Specification

EDUCATION			
Essential	Assessed by	Desirable	Assessed by
A good all round standard of education	App	World Host or similar customer service certificate	App
EXPERIENCE		EXPERIENCE	
Essential	Assessed by	Desirable	Assessed by
Experience of working in a customer facing role	App		
SKILLS AND KNOWLEDGE			
Essential	Assessed by	Desirable	Assessed by
IT Skills – Microsoft Office, Gladstone (Leisure Management Systems)	Int	Knowledge of swimming lesson programme	
Excellent organisational skills	Ref	Practical skills in Sports Coaching	
Strong communication skills both face to face and telephone/ email	Int		
PERSONAL ATTRIBUTES			
Essential	Assessed by	Desirable	Assessed by
Ability to work largely unsupervised and to use initiative to create positive results	Ref	A strong interest in swimming	
Team working	Int		
Work logically	Ref		

KEY

App – Application; **Int** – Interview; **Ref** – Reference; **Test** – Test

SUMMARY OF CONDITIONS OF SERVICE

Location:	Peebles Swimming Pool, Port Brae, Peebles (employees may be required to work at any Live Borders site during their career with us).
Hours of Work:	10 hours per week, worked as agreed with line manager
Payment Method:	Paid monthly on the last banking day of each month.
Annual Leave:	Up to 2 years' service = 30 days (pro-rata for part time). Increases by an extra day after completion of three years' service by commencement of the leave year. An additional day accrued for each completed year of service up to max of 6 additional days.
Public Holidays:	4 designated public holidays per year (pro-rata for part time)
Notice Period:	4 weeks, as detailed in any offer of employment
Pension:	Option to join Group Personal Pension; employee contribution from 5% with the option to join the Local Government Pension Scheme after 5 years' service.
Equal Opportunities:	Live Borders is an Equal Opportunities Employer and considers applicants on their suitability for the post regardless of sex, race, religion, disability or sexual orientation.
Sickness Allowance:	Employees with less than 6 months' service get Statutory Sick Pay (SSP) only. Occupational Sick Pay is available to employees with more than 6 months' service (when the sickness commences) and starts from 5 weeks' full pay/ 5 weeks half pay and increases to a maximum of 26 weeks' full pay/ 26 weeks half pay after 5 years' service.
Presentation:	Live Borders has strict standards of presentation; which staff are required to comply with. Uniforms are provided for the majority of posts where provided these must be kept clean and well presented. Where a uniform is not provided appropriate business dress is expected.
Other Benefits:	Free access to all our sports facilities Access to ASVA Cycle to work scheme Healthy Extras – includes retail discounts and access to health and wellbeing services

Please note that this is a summary of Live Borders conditions of service. If you are successful at interview and are offered employment, the specific conditions that apply to you will be detailed in your contract.

Information for all Job Applicants

Evidence of Right to Work in the United Kingdom

As a result of the Asylum and Immigration Act 1996, Live Borders requires every employee to provide evidence of eligibility to work in the UK. This will be required from the successful candidate prior to the appointment being made. Please do not send documentation at this stage. There are a number of specified documents which you could provide, some of which are list below. Only one is required:

- A passport describing the holder as a British Citizen
- A passport containing a Certificate of Entitlement issued by, or on behalf of the Government of the United Kingdom, certifying that the holder has the right of abode in the UK.
- A passport or national identity card issued by a State which is a party to the European Area Agreement and which described the hold as a national of that state.
- A registration card which indicates that the holder is entitled to take employment in the UK
- A birth certificate issued in the United Kingdom or in the Republic of Ireland, with documentary evidence of their National Insurance Number.
- A certificate of registration or naturalisation as a British citizen, with documentary evidence of the National Insurance Number.

Disclosure Scotland

The successful candidate will be subject to a Protecting Vulnerable Group registration to become a member of the Disclosure Scotland PVG Scheme, if this a requirement of the post. The cost of this registration will be met by Live Borders.

Live Borders

For more information about Live Borders please visit our website www.liveborders.org.uk

Please contact our People Team on recruitment@liveborders.org.uk if you require any other information about working for Live Borders.