**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:** Casual Swimming Instructor | **Grade**:  Scale 5 – Special Rate of Pay |
| **Section:**  Culture / Sports | **Directorate:**  Contracts & Leisure |
| **Responsible to following manager:**  Swim School Co-ordinator | **Responsible for following staff:**  N/A |
| **Post Number/s:** | **Last review date:**  April 2016 |

**Working for the Richmond & Wandsworth Better Service Partnership**

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

To provide high quality teaching (to individuals and groups) whilst showing good customer care to all users. This post will have particular responsibility for planning, implementing and evaluating all pupils wanting lessons within a group context or on a 1-2-1 or 1-2-2 basis.

**Specific Duties and Responsibilities**

* To carry out the responsibilities of the post having regard to the Council’s policies and procedures as well as additional guidelines as laid out in the Centre’s Staff Information File.
* Ensure that all health &safety aspects of teaching are carried out in accordance with NOP/EAP procedures, current legislation, safeguarding, staff & customer charters.
* To undertake all duties and inter-actions with employees, partner providers and customers fairly, without unlawful discrimination and with due regards to the Council’s Diversity and Equality in Employment and Service Delivery policies.
* To ensure adequate planning has been done and that a development programme is in place for the remainder of the term/course.
* To keep attendance and monitoring records of each session.
* To ensure the facility being used is set up prior to the commencement of the session and that all equipment is safe and ready for use.
* To start and finish sessions on time and to wear appropriate uniform and footwear when teaching.
* To assist management in ensuring all customers have paid the appropriate way for any lesson that is carried out.
* To pass on feedback from customers relating to any aspect of the service to management, ensuring that the Staff & Customer Charter is observed.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
* The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

**Additional Information**

The Sport & Fitness Service sits within the Contracts & Leisure Department. Its primary objective is to develop opportunities and provision for participation in sport and physical activity for all sections of the community. The team is responsible for the management of 4 dual-use Sports and Fitness Centres, Teddington Pools & Fitness Centre and Pools on the Park in Richmond, as well as a centrally based Sports Development Team.

The Council is continually reviewing it structures and ways of working in order to provide the best services possible for residents, in the most efficient way. As a result the key tasks in any job may be varied and the postholder will be expected to take on such variations consistent with the level of responsibility of the post.

The postholder will need flexibility to work unsociable hours. Postholders will be required to complete the Borough’s Coaching Registration form.

The service is firmly committed to creating a safe and enjoyable environment for all young people, children and vulnerable adults. Our safeguarding responsibilities include safe recruitment practices which include the vetting of all individuals who work with these groups. Background checks including checks with the Disclosure and Barring Services (DBS) will be carried out in accordance with DBS guidelines.

**Team structure**

**Person Specification**

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| --- | --- |
| **Job Title:  Casual Swimming Instructor** | **Grade:**  **Scale 5 – Special Rate of Pay** |
| **Section:**  **Culture / Sports** | **Directorate:**  **Contracts & Leisure** |
| **Responsible to following manager:**  **Swim School Co-ordinator** | **Responsible for following staff:**  **N/A** |
| **Post Number/s:** | **Last review date:**  **April 2016** |

**Our Values**

**THINK BIGGER**

**EMBRACE DIFFERENCE**

**CONNECT BETTER**

**LEAD BY EXAMPLE**

**PUT PEOPLE FIRST**

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](https://www.richmond.gov.uk/media/afdbdeao/five_values.pdf) as they are an integral part of our recruitment and selection process.

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| **Person Specification Requirements** | | | **Assessed by**  **A/I/T/C**  **(see below for explanation)** |
| **Knowledge & Experience** | **Essential** | **Desirable** | **Assessed** |
| Experience of dealing with the public in a customer facing role. | **X** |  | **A/I** |
| **Skills** | **Essential** | **Desirable** | **Assessed** |
| Ability to motivate and direct effectively when swim teaching. | **X** |  | **A/I** |
| Ability to maintain and keep customer records up to date. | **X** |  | **A** |
| Ability to verbally communicate both clearly and effectively with a wide range of people, staff and customers, for the purposes of providing information, advice and assistance on services offered and the operation of equipment. | **X** |  | **A/I** |
| Ability to demonstrate an understanding of why Customer Care is important in employment and customer service. | **X** |  | **A/I** |
| Ability to work at any of the Borough’s Sport & Fitness Centres. |  | **X** |  |
| Ability to demonstrate an understanding of why Diversity & Equality is important in employment and service delivery. | **X** |  | **A/I** |
| Ability to work varied and unusual hours including school hours, after school, evenings and weekends. | **X** |  | **A/I** |
| **Other** | **Essential** | **Desirable** | **Assessed** |
| To have up to date immunisations including Hepatitis B. |  | **X** | **A/I** |
| **Qualifications** | **Essential** | **Desirable** | **Assessed** |
| A minimum of ASA / STA **Level 2** swim teaching qualification | **X** |  | **A** |
| A first aid qualification |  | **X** | **A** |

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**