**Job Profile**

**Job description**

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| **Provisional Job Title:** Swim School Administrative Officer (POTP & TPFC) | **Grade**: SSA SC5 |
| **Section:**  Culture/Sports | **Directorate:**  Contracts & Leisure |
| **Responsible to:**  Swim School Co-ordinator | **Responsible for:** |
| **Post Number/s:** | **Date:** April 2022 |

**Working for the Richmond/ Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement 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.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose:**

To provide high quality customer care to all users. This post will have particular responsibility for supporting with invoicing, club accounts, staff timesheets and administration of swimming lessons at Teddington Pools & Fitness Centre and Pools on the Park.

**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.
* 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 support the Swimming Co-ordinator in processing invoices for schools, clubs and private hirers using Integra (in-house financial software).
* To undertake general administrative duties as required, e.g. processing e-forms, replying to emails, taking course payments and running attendance reports.
* To assist with employee sickness and recording via the online system.
* To assist with the administration and development of the swimming programme including 121’s, term time courses, half term courses and workshops for all ages and abilities. This will include enquiries, bookings, dealing with problems and complaints, organising lesson timetable and teachers, and recruiting / personal development of all teachers.
* To assist the Swimming Co-Ordinator and Centre Management with any MRM Gladstone configuration.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the Boroughs of Wandsworth and Richmond services.
* To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work 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 Council’s duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**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 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.

**Current team structure**

**Person Specification**

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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open -** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive -** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive -** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

**Post Specific Values & Behaviours**

* I think about my work and get it right first time.
* I treat customers the way they would want to be treated, being fair and with respect and I value differences.
* I do what I say I will do, when I’ve promised to do it, or let people know why not.
* If I spot something going wrong, I do something about it, even if it isn’t my job.
* I look for examples of good practice in the Council and outside to improve the way I do my job.

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| **Requirements** | **Assessed by  A &** **I/ T/ C** |
| **Knowledge & Experience** | |
| Experience of working in an office/administration environment. | A/I |
| Experience of dealing with the public in a customer facing role. | A/I |
| Experience of dealing with and reconciling money. | A/I |
| Experience of using a computerised till system. | A/I |

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| **Skills** | |
| Ability to produce reports and to maintain record keeping systems. | A |
| Ability to communicate clearly and effectively (both verbally and in writing) with a wide range of people (clubs, staff and customers), for the purposes of providing information, advice and assistance on services offered and the operation of equipment. | A/I |
| Ability to demonstrate an understanding of why Customer Care is important in employment and customer service. | A/I |
| Ability to demonstrate an understanding of why Diversity & Equality is important in employment and service delivery. | A/I |
| Ability to deal with confidential information. | A/I |
| Ability to prioritise own worn and have a high level of attention to accuracy and detail. | A/I |
| To be IT literate in the use of Microsoft Office applications such as Word, Excel and Outlook. | A/I |

Assessed by:

A – Application

I – Interview

T – Test

C – Certificate/qualifications