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service and value

## Job Profile

<b>Provisional Job Title:</b> Casual Swimming Instructor	<b>Grade:</b> Scale 5 (£17 p/h inclusive of additional admin duties).
<b>Section:</b> Culture/Sports	<b>Directorate:</b> Contracts & Leisure
<b>Responsible to:</b> Duty Manager (TPFC/POP)	<b>Responsible for:</b>
<b>Post Number/s:</b>	<b>Date:</b> April 2016

### 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 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 Borough's 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 the 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.

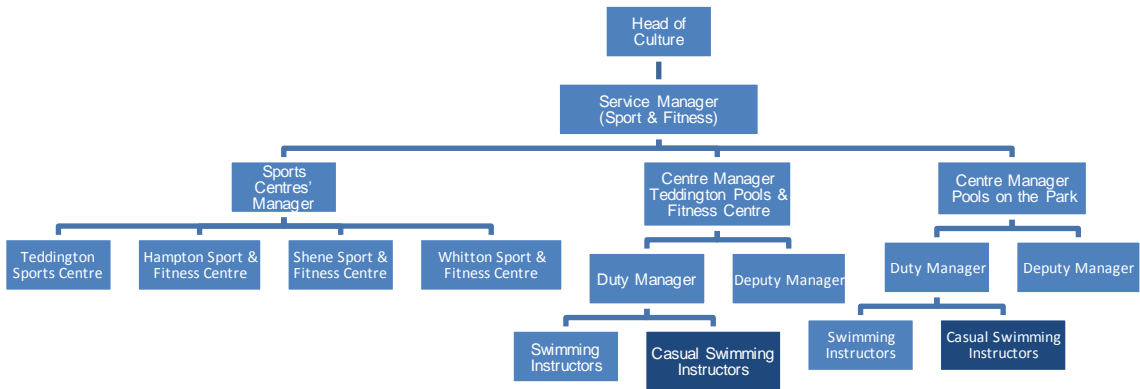
The Council is continually reviewing its structures and ways of working in order to provide the best services possible for residents, in the most efficient way. As a result the key tasks in any job may be varied and the postholder will be expected to take on such variations consistent with the level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

This post is subject to a Disclosure & Barring Service check (DBS). The postholder will need flexibility to work unsociable hours. Postholders will be required to complete the Borough's Coaching Registration form.



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Current team structure



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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.

Requirements	Assessed by A & I/ T/ C
<b>Knowledge &amp; Experience</b>	
Experience of dealing with the public in a customer facing role.	A/I
<b>Skills</b>	
Ability to motivate and direct effectively when swim teaching.	A/I
Ability to maintain and keep customer records up to date.	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.	A/I
Ability to demonstrate an understanding of why Customer Care is important in	A/I



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employment and customer service.	
Ability to work at any of the Borough's Sport & Fitness Centres.	
Ability to demonstrate an understanding of why Diversity & Equality is important in employment and service delivery.	A/I
Ability to work varied and unusual hours including school hours, after school, evenings and weekends.	A/I
<b>Other</b>	
To have up to date immunisations including Hepatitis B.	A
<b>Qualifications</b>	
A minimum of ASA Level 2 swim teaching qualification (essential)	A
A first aid qualification (desirable)	A