



Job Information Pack

Post Title:	Lessons Manager
Salary:	£26,000
Contract type:	Permanent Full-Time (significant part-time would be considered)
Responsible to:	Head of Operations
Responsible for:	Admin support, Casual swimming teachers, pool assistants and volunteers

About us

Winchester City Penguins Swimming Club is a registered Charitable Incorporated Organisation (CIO) which exists to provide inclusive and high quality swimming opportunities. The organisation has three main strands of swimming programmes in order to achieve our objectives: competitive swimming, lessons provision, and community engagement.

Winchester City Penguins is one of the biggest swimming clubs in the country and sports clubs in Winchester. All of our lessons swimmers are registered members of the club and part of the Penguins 'family'. We are unique in that we recruit lessons helpers and teachers from our competitive and ex-competitive swimmers and offer one-to-one ratios in our youngest stages. As a local Not-for-Profit we are very proud of our 75 year history of providing accessible, affordable and progressive swimming opportunities. We currently have nearly 800 learn-to-swim swimmers, 60 members of the teaching team and 18.5 hours of teaching each week. When lessons swimmers reach the latter swim stages they have the opportunity to go on to join a competitive swimming squad, where they can work towards County, Regional, National or even International success.

For more about the club please see our short video at <https://wcpssc.org.uk/about-us/>

Winchester is an outstanding place to live and work with a historic market place, the stunning New Forest on its doorstep, as well as access to the beautiful beaches of the South. We are an innovative and forward thinking organisation which places value on its people. We are looking for passionate and inspiring people to join us and help us demonstrate the impact swimming can have.

Job Purpose



To manage the Charity's Learn to Swim Programme and identify new opportunities for growth. You will lead the day to day running of activities, ensuring a well-structured, progressive and high quality programme is delivered at all times.

We are looking for a full-time (37.5 hours) member of staff, with a minimum of 10 hours spent on poolside working with, and supporting, the teaching team. We are open to looking at alternative hours or working arrangements for the right person.

The Lessons Manager will work very closely with our Head of Finance, Memberships Officer, and Lessons admin support to ensure a smooth and effective experience for the swimmers / parents.

Employee Benefits

- 25 days annual leave + public holidays
- Entitlement to paid sick leave
- Kit / uniform
- Training opportunities

Key responsibilities

1. Act as the main point of contact for the lessons programme, including being present as the poolside supervisor for a number of sessions each week.
2. Manage, develop and monitor the implementation and administration of the Learn to Swim programme.
3. Establish and maintain excellent relationships with our teaching staff as well as our customers, dealing with queries in a timely and proactive manner.
4. Coordinate the efficient and effective training and deployment of teaching staff to meet the demands of the programme
5. Keep an up to date list of all employee qualifications and ensure all mandatory qualifications, licensing and CPD/ training requirements are up to date, including own.
6. Maintain an up to date knowledge of the ASA Learn To Swim Pathway and School Swimming Charter.
7. Work with senior staff to prepare a comprehensive termly scheme of work and disseminate to the teaching team.
8. Ensure operational excellence of programmes and excellent communication to customers, partners and staff.
9. Manage your own lessons budget
10. Contribute to and deliver on a development plan for the Lean to Swim Programme.
11. Complete all administration, with the help of the admin support team, maintaining an up to date database of members and their progress, managing bookings, waiting lists, new enrolments, registers and pool layouts.
12. Coordinate a marketing and recruitment strategy of all lessons programme swimming activities to maintain a high profile and run at maximum capacity.



13. Identify and setup new development swimming opportunities to meet the demands of our customers and strategy; including mother and baby and disability swimming sessions
14. Work with squad coaches to ensure a clear development pathway exists for all swimmers.
15. Work with colleagues to build relationships with local schools, facilities, sports clubs and swim schools locally.
16. To assist in the creation of accurate reports as required to assist in the evaluation of performance and progress of the lessons programme.
17. To work as part of a committed team and support other initiatives and events when required

Person Specification

Date: July 2021

Post Title: Lessons Manager

	Essential	Desirable
Qualifications / Knowledge	<ul style="list-style-type: none"> ● Hold a current ASA Full Teachers Level 2 award ● Knowledge of ASA Learn To Swim Pathway ● Knowledge of administration procedures, computerised booking systems ● Safeguarding qualification (or willingness to achieve) and knowledge of best practice ● In depth knowledge of a Learn to Swim Programme 	<ul style="list-style-type: none"> ● ASA Club Coach Level 2 or Equivalent ● Sport Development degree or qualification ● Current First Aid certificate ● Understanding of relevant health and safety legislation
Experience	<p>Experience in;</p> <ul style="list-style-type: none"> ● a supervisory , coaching or teaching role ● a sport development setting ● of working with young people in an inclusive setting ● of promotion and marketing of activities, events or programmes ● of coaching, teaching or youth work ● customer service settings ● administration and finance 	<ul style="list-style-type: none"> ● 2-3 years' experience working within or running a learn to swim programme ● Experience working with children and monitoring their progress ● Demonstrable experience of managing coaches, volunteers or other staff ● Experience in an



administ
managin
staffing |

PENGUINS

Aptitudes and skills	<ul style="list-style-type: none"> ● Excellent verbal communication skills, particularly in relation to building trust and rapport with children and their parents/carers. ● Possess excellent time management and organisational skills ● Committed to quality service delivery ● Ability to make and maintain partnerships ● Ability to provide solutions to resolve conflicts and differences of opinion ● Excellent administration skills, allied with a good working IT knowledge ● Possess a customer focused approach ● The ability to work as part of a team and on own initiative 	<ul style="list-style-type: none"> ● Proven ability to understand customers and understand their needs ● Strong organisational skills and a quick learner
Personal attributes	<ul style="list-style-type: none"> ● Be a team leader and form positive team spirit. ● Highly motivated with a 'can do' attitude ● Reliable and punctual ● Able to work to tight deadlines and under pressure ● Self-confident and able to inspire confidence in others. ● Professional and sympathetic to the interests and needs of the swimmer. ● Flexibility to work the hours needed to do the job including evening and weekends ● Understand and promote safeguarding and equality 	<ul style="list-style-type: none"> ● Possess a full and current driving licence

How to Apply:

To apply for the role please send;
an up to date CV

a cover letter letting us know your motivation for applying for the role as well as outlining your suitability

Please email this to us at staffadmin@wcpssc.org.uk by 9am on Monday 9th August.

Interviews are provisionally scheduled for between 23 and 25 August, with the final date to be confirmed.

WINCHESTER CITY



PENGUINS