



Swimming Pool Duty Manager

In 2016 the Mount Kelly School with the support of Sport England and the Swim England Olympic Legacy Fund added a 50m pool to an existing 25m pool to form Mount Kelly Swim Centre for the benefit of both the school swimming programme and the local and regional community.

Over the past 4 years the community swimming programme and opportunities for pupils across the Mount Kelly School have developed.

The community programme features a range of public swimming and specialist sessions together with a Learn to Swim programme for children and adults, local schools programme and hosts several swimming, water polo, triathlon, and underwater hockey clubs.

During holidays, the wider school facilities are also used to host Residential Swim Camps and Swim Schools and events such as the Tavistock Triathlon.

The post of Swimming Pool Duty Manager will be responsible for supporting the Pool Manager and Deputy Pool Manager in the smooth running of the Swim Centre.

The post will involve managing the Swim Centre when the Pool Manager and Deputy Pool Manager are not present. This will include managing the programme, users and staff to ensure the efficient and effective running of the facility by providing a service and experience of the highest quality.

The post will include finance and administration tasks.

The post holder must be a team player who is friendly, calm, and approachable and has excellent administrative and communication skills.

Duties and Responsibilities

General:

- Assist the Pool Manager and Deputy Pool Manager in the day-to-day efficient operation of the Mount Kelly Swim Centre situated at Mount Kelly. Taking a lead when the Pool Manager and/or Deputy Pool Manager are not present, including building security
- Ensure adherence to Mount Kelly safeguarding procedures and policy
- Adherence to Mount Kelly School and Mount Kelly Swim Centre Health and Safety procedures including the Emergency Contact Details
- To carry out all procedures and deal with all situations as indicated in the Mount Kelly Swim Centre Pool Safety Operating Procedures
- Deputise for the Deputy Pool Manager when they are not working in relation to Swimming Lessons and Coaching

- Assist the Pool Manager and Deputy Pool Manager in day to day operation of the mechanical/electrical equipment in the plant rooms
- Ensure a high level of cleanliness and hygiene and follow the Swim Centre cleaning procedures and schedules
- To be a key holder opening and securing facilities and inclusion on the Emergency Call Out List
- Assist in the induction and training of staff in all operational and health and safety procedures
- Wear appropriate uniform and footwear as determined by the Pool Management

Reception Administration:

- Providing information and taking bookings over the telephone and e-mail
- Logging and maintaining records of all users of the Swim Centre
- Cash handling, processing and recording all sales
- Monitor all stationery, marketing materials and retail goods, ensuring that line managers are aware of any shortages
- Report faulty equipment and maintenance issues to the Pool Manager.

Finance and Administration

- Reconciling income including cash, cheques, and card payments and conducting regular banking
- Raising invoices and ensuring all income is appropriately collected
- Working with the Deputy Pool Manager, record staff working patterns for payment
- Working with the Pool Manager, compile usage figures and performance indicators
- Work with Pool Manager and Deputy Pool Manager to maintain booking calendar and booking records
- Manage the operation of a computerised membership system for public swimming sessions including the monitoring of Direct Debit payments and chasing up of non-payments
- Manage the operation of a booking system for public swimming sessions include online bookings and online payments
- Operation of computerised management information systems for general users and specialist activities such as Learn to Swim Programme etc.

Organising and Planning

- Provide guidance for individuals and groups using the Swim Centre
- Effective working with other reception staff
- Ensure a clean and orderly working environment at all times
- Stocking and cleaning vending machines as required
- Ensure that noticeboards are updated and kept tidy
- Play a key part in planning and organising Swim Schools including liaison with Housekeeping, Catering by working closely with the Director of Swimming and Pool Manager.

Communication

- Take a lead on the Swim Centre's Social Media channels adding regular posts to update users
- Ensure users are greeted in a friendly and professional manner and correctly processed through facility systems
- Establish constructive relationships and communication with School staff, pupils, parents, suppliers, swimming clubs, members of the public and other agencies/professionals.

Other

- Attendance at relevant Health and Safety and other appropriate training
- Contribute to the overall ethos, work and aims of the organisation
- Present a positive personal image, contributing to a welcoming environment which supports equal opportunities for all
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security and confidentiality, reporting all concerns to the appropriate senior member of staff

Personal Specification

Skills and Knowledge	<ul style="list-style-type: none"> • Excellent verbal and written communication skills • Proven ability to work independently and own initiative • Knowledge of Foundation and Swim Centre policies and procedures including safeguarding. • Strong management and organisational skills • Strong interpersonal & relationship building skills • Reliability and good time management skills • A commitment to high quality customer service
Qualifications/ Experience	<ul style="list-style-type: none"> • Experience of working with finance administration would be an advantage. • Experience of working under pressure in a busy and demanding environment • Experience of administrative systems and procedures relating to office administration • Experience giving information and advice using telephone and personal interview techniques • Educated to GCSE or equivalent qualification in English and Mathematics • A good understanding of and commitment to customer care • Previous experience of working in a swimming pool environment is essential with a good understanding or experience of swimming, both leisure and competitive, and the organisation of swimming as a national sport would be desirable • Relevant and current lifeguard qualification or RLSS NPLQ • Relevant and current Swimming Teaching qualification or willingness to learn • Awareness and understanding of Child Protection Issues • Experience using MS Office including Word, Excel and PowerPoint • An understanding of good data management practice e.g. Data Protection • Relevant and current First Aid qualification • Experience of using social media to promote awareness

	<ul style="list-style-type: none"> • Experience of administering online booking system including the monitoring of payments • Experience of managing computerised membership systems including direct debit income collection and chasing non-payments • Industry recognised Pool Plant Operator qualification or willingness to learn • Knowledge of computerised management information systems for general users and specialist activities such as Learn to Swim Programme etc.
Other Requirements	<ul style="list-style-type: none"> • Satisfactorily meeting the School's employment checks – Disclosure and Barring Service (DBS) check, references, qualifications and legal entitlement to work in the UK