

## **JOB DESCRIPTION**

### **JOB DETAILS:**

<b>Job Title:</b>	Aquatics Support Officer
<b>Grade:</b>	5
<b>Location of Work:</b>	Primary base – Orford Jubilee Neighbourhood Hub but may be required to work from other LiveWire facilities from time to time
<b>Directly Responsible To:</b>	Activities and Development Lead
<b>Directly Responsible For:</b>	N/A
<b>Hours of Duty:</b>	15 hours

**WORKING RELATIONSHIPS:** Under the direction of the Activities and Development Lead the role will require effective working relationships with all LiveWire employees, particularly the Aquatics Team, the Development Swim Squads Coaching Team, General Group Managers, all LiveWire site teams and the Customer Contact Centre staff.

### **PURPOSE AND SCOPE OF JOB:**

To provide administrative support to the LiveWire Aquatics Programme including monitoring of emails and member enquiries, programming support and maintenance of staff training records, to ensure the delivery of a high quality and safe Aquatics programme including the Learn to Swim and School Swim and Water Safety programmes.

### **DUTIES AND RESPONSIBILITIES**

1. To respond to general programme enquiries, comments, compliments and complaints received by telephone or via email in a polite, friendly and timely manner.
2. To direct or escalate any member enquiries, compliments or complaints to the Aquatics Manager or relevant member of staff where needed.
3. To support members with the set-up of their Learn to Swim Membership and Direct Debit payments.
4. To support the Aquatics Manager with monitoring of memberships and direct debit payments, lesson movements and monitoring of badge and certificate sales, to ensure effective membership management across the Learn to Swim Programme.

5. To support the Aquatics Manager with administrative tasks in relation to the School Swimming and Water Safety Programme including enquiries from schools, support with data collection and maintaining strong communication links with primary schools across Warrington.
6. To support the Activities and Development Lead with regularly monitoring staff attendance across RLSS Pool Safety Training provided by LiveWire and report any inconsistencies to management.
7. Record member comments, compliments and complaints and support the Aquatics Team to identify any trends, gaps in provision and reasons for cancellations that might assist in improving the Aquatics offer at LiveWire.
8. Attend any relevant training where required to ensure skills and knowledge remain up to date and actively participate in LiveWire's PRD Annual Review process.
9. Support with financial administrative tasks such as raising invoices and purchase orders using LiveWire's purchasing system.
10. To carry out all duties with full regard to the LiveWire Business Plan, Safeguarding and Welfare Policy, Health and Safety Policy and Equality, Inclusion and Diversity Policy.
11. To undertake such additional duties as are reasonably commensurate with the level of this post.

**The nature of the duties listed above may over time change in which case the job description will be amended accordingly. This may not alter the size and scope of the job.**

**Date:**

**Prepared/revised by: Catriona Welch**

**In conjunction with:**

## **PERSON SPECIFICATION**

### **NOTE TO APPLICANTS:**

Whilst all points on the specification are important, those marked 'E' (essential) are the key requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview. In addition to interviews a variety of other selection methods may be used such as tests or exercises dependant on the role applied for. You will be advised of any alternative selection methods in the letter inviting you for interview.

**Job Title:** Aquatics Support Officer

**Grade:** 5

**Hours:** 15

**Key:** (E) Essential (D) Desirable

### **Experience**

- Previous experience of working in an administrative support role (D) A + I
- Experience of working in a customer service role (E) A + I
- Experience of working in Aquatics and/or Leisure (D) A + I

### **Skills and Abilities**

- Demonstrate excellent communication skills. (E) A + I
- Ability to use a variety of communication methods e.g. telephone/email (E) A + I
- Ability to take in information and build a knowledge base of work area (E) I
- Demonstrate excellent inter-personal and customer care skills. (E) A + I
- Demonstrate effective organisation and record keeping skills (E) A + I
- Ability to use a variety of IT and processing systems (D) A + I
- Ability to work, plan and prioritise. (E) A + I
- Ability to work as part of a team (E) A + I

### **Education/Qualifications/Knowledge**

- Customer Service related qualification (D) A + I
- Knowledge of Swim England Schemes and Pathways. (D) A + I
- Knowledge of LiveWire or willingness to gain knowledge of LiveWire (E) A + I

### **Other Requirements**

- Ability to work flexibly as required based on business need. (E) A + I

### **Commitment to Equality and Diversity**

- Ability to understand and demonstrate commitment to equality and diversity. (E) A + I

### **Commitment to Service Delivery/Customer Care**

- Demonstrate commitment to a culture of continuous improvement. (E) A + I
- Demonstrate commitment to achieving excellence in customer care. (E) A + I

### **METHOD OF ASSESSMENT ( M.O.A.)**

**A = APPLICATION FORM, C = CERTIFICATE, E = EXERCISE, I = INTERVIEW, P = PRESENTATION, T = TEST, AC = ASSESSMENT CENTRE**