

Job Description



Job Title: Swim School Admin Assistant

Department: Centre for Sport

Line Manager: Swim School Coordinator

Job Purpose:

To provide admin support to the Swim School Coordinator with the efficient and effective management of the Galleon Swim School bookings.

To support the Swim Coordinator with Swim School enquiries and assist with the management of all bookings, sign up processes, group allocations, block renewals and top ups, progression of levels, cancellations and waiting lists. A large part of this part of the role would include telephony work as well as face to face interaction. In addition to this, the role holder must be present at lessons to meet and greet parents face to face to ensure the best communication standards are provided. General communication with parents and guardians, updates on lessons, confirmation of bookings, feedback on pathways and complaints handling will be part of the role.

Assist the Swim Coordinator with the online booking system to ensure that all lessons are loaded correctly on the system and children are booked in accordingly to the appropriate level and ratio. Sessions need to be monitored to ensure that instructors are updating the progress of each child and that sessions are also renewed prior to expiry and dropping off the system. Expected level of bookings will be up to 600/700 children per week, split across 100 plus children per day.

Working hours are flexible but are required to be worked from the club. You will be on-site and will cover the operational times of the lessons with admin time before or after the lessons taking place.

Main Responsibilities:

1	Assist with all bookings for the Swim Program: To support the Swim Coordinator with the bookings of all children into the swim programme and ensure that all are booked and placed into the correct levels for both age and ability level.	30%
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	<p>Responsible for assisting with Swim Teacher recruitment for the Swim School in accordance with the College's recruitment policy.</p> <p>You will be present in the facility on the days that the sessions will be running to check in with the team and be present as a meet and greet for all parents / guardians whose children are enrolled in the program.</p>	
2	<p>Parent Liaison and Face of the Galleon Swim School</p> <p>To be responsible for parent contact and communication for the Swim School.</p> <p>You will represent the Galleon Swim School and be present at lessons to meet and greet parents / guardians as they arrive for their lessons and circulate the "Hub" whilst lessons are in progress.</p> <p>You will provide a professional, courteous and friendly welcome for all enquiries and new members to the Swim School program, ensuring that all appropriate sign-up procedures are followed and deal with any issues arising from this.</p> <p>To be responsible for welcome emails and confirmations at sign up through to ensuring that parents are kept up to date with the progress of their children through the duration of their swimming block. Responsible for working with the Swim Coordinator and Swim Teachers to gather all relevant information about a child's lessons to enable you to pass on accurate details to parents regarding the progression and movement through groups and levels.</p>	30%
3	<p>Database / Admin Management:</p> <p>Working closely with the Swim Coordinator you will be accountable for the management of the Swim School programme for the Galleon Club ensuring that all enquiries are fielded correctly and parents are provided with the correct information in a prompt manner. Ensure new Swim School members have completed the required aspects of the joining procedure including and introductory conversation about their child's current ability level and swim background to date, explained our programme and swim journey, collected all necessary personal information and uploaded this to the two online platforms we use for databases and tracking and that all payments have been collected. You will be required to track payments to ensure</p>	30%

	<p>that all new sign ups are collected at the point of joining, and all renewals are to be collected on their specific dates by way of monitoring the system daily and contacting those members who are due to run out. Any cancellations are handled on a one-to-one basis with every effort made to liaise with parents to understand the reasoning for leaving and leave them with the best possible outcome and experience from the Swim School.</p> <p>Renewals and the movement of groups / levels should be managed in advance and accordingly with consultation with the Swim School Coordinator. Any payments that are not received prior to blocks commencing should be followed up in person via email communication, face to face or telephone conversations.</p> <p>Efficient admin skills should ensure that all administration is completed accurately, and effective processes are developed to ensure that all documentation is stored correctly according to GDPR requirements. Databases and payments histories should be loaded correctly onto the system for auditing purposes to ensure records are always 100% up to date and accurate.</p>	
4	<p>Health, Safety and Facilities Responsibilities:</p> <p>Provide a safe and enjoyable environment for all users within the pool and surrounding areas.</p> <p>The role will require the holder to complete their RLSS Emergency responder lifesaving qualification to ensure that you are able to assist with any emergency situations that may occur during lessons.</p> <p>Responsible for ensuring that all children are collected at the end of each session by their parent or guardian and that children are not leaving the premises on their own.</p>	10%
<p>Key Contacts and Working Relationships:</p> <ul style="list-style-type: none"> - Reports into the Swim School Coordinator through weekly one-to-one meetings and annual review. - Parent liaison is key to this role and building a good rapport with all enrolled in the program - Liaise with the Assistant Centre for Sport Manager who oversees the Swim School program - Liaise with the Swim School Teachers for updates on children's progression and updates for parents - Work closely with the Galleon team to support the Swim program where required. 		

Planning and Organising:

- Weekly meetings will take place to ensure the smooth running of the Swim School and build strong working relationships between team members.
- The role holder will be required to plan their own daily and weekly workload following the outcomes of team meeting and requirements of the role.
- Assist with the implementation of the Galleon Swim School Plan by learning all the required levels and measurables within each area to ensure all lessons are delivered within the framework.
- Review and be knowledgeable on the Scottish Swimming Learn to Swim program and how the Galleon Swim School reflects the national framework plan.
- Allocate and track effectively all bookings on the database. Ensure constant contact dialogue is kept with customers using the platforms available.
- Ensure all applications are loaded correctly and ensure that payments are collected. Advanced planning will be required to contact renewals prior to each block and ensure progression pathways are being managed accordingly.
- Responsible for customer relations and communication pathways.

Problem Solving and Decision Making:

- Dealing with general queries and requests for help/support will require the role holder to make quick, well-informed decisions, along with an understanding of when and from where to seek further advice if required.
- Be able to solve parent queries relating to issues with bookings and provide a positive outcome in a timely and effective manner. Examples of such could be problems with payments, which group a child should be in, progression between groups, cancellation of lessons.
- Be able to solve software issues and liaise with the software provider to work through issues until resolved.
- All serious or complex complaints should be raised to the Assistant Centre for Sport Manager and if required escalated via the School complaints reviewer.

Resources and Requirements:

- Work with the Swim Coordinator and Assistant Centre for Sport Manager with regards to budget and any purchases that may be required.
- Swim suit purchases for Teachers
- Floats, platforms and swimming aids for the program
- Swim hats which are provided for all children on the program

- Merchandise for end of year prizes and celebration events
- Replacement of poolside equipment such as lane ropes, benches, timer clocks etc.

Knowledge, Skills and Experience:

Essential:

- This is a key administration role for the Swim School. Excellent administration skills are required with a good knowledge and understanding of software systems
- Proficient in the use of Microsoft applications, Word and Excel.
- Demonstrable previous experience of working in a customer-facing role and/or within a team environment.
- High professional standards of conduct
- Personable with strong communication skills
- Excellent and professional telephone manner, coupled with strong interpersonal and written/oral communication skills; communicates in a confident, clear, and concise manner at all times.
- Excellent organisational and planning skills, combined with the ability to remain calm under pressure and deal flexibly with changing priorities.
- Ability to demonstrate previous experience of working both as a team player and independently.
- Personal qualities include tact, diplomacy, and a friendly, helpful and professional manner.
- Good understanding of what it means to provide excellent customer service.

Desirable:

- Current RLSS lifesaving qualification or willing to work towards