

Dear Applicant

**SWIM CO-ORDINATOR (BLACKSHOTS LEISURE CENTRE)
20 HOURS PER WEEK – PART-TIME**

Thank you for expressing an interest in the above vacancies. Please find attached a Job Profile and Person Specification for the role. **You are advised to read our [Important Applicant Guidance](#) resources prior to completing your application form.** These resources are designed to support you in submitting a successful application form and to ensure you provide us with the information we need to assess your suitability for the role. Remember, your completed application is the only information we have about you and is what we will base the first stage of our selection procedure upon, so please complete all sections with a well-planned and positive approach. You may (if you wish) submit your CV to supplement your completed application.

SUPPORTING INFORMATION SECTION – VERY IMPORTANT

In this section of your application, you should **ONLY** address the criteria assessed at Application Stage (A) on the Person Specification, some of which are of high importance. Please provide clear **information, examples and evidence** to demonstrate these criteria. **Shortlisting will depend on how well you demonstrate your ability to meet the criteria assessed at Application Stage (A).** If you do not complete this section fully and/or only submit your CV, your application may not be successful at shortlisting.

Due to the requirements of the new Right to Work checks, if you are short-listed and invited to attend a further competitive selection process, you must be able to produce **original** document/s from the **"Right to Work Checklist"** from either List A or List B Group 1 & 2, to demonstrate legal entitlement to work in the United Kingdom.

Due to the nature of activities undertaken (i.e. regulated activity with children), this post is exempt under the Rehabilitation of Offenders Act. Any provisional offer of employment made will be subject to receipt of a satisfactory enhanced Disclosure and Barring Service (DBS) Certificate, to include an annually renewed DBS Update Service subscription for the purposes of ongoing satisfactory status checks throughout employment, in accordance with Company Policies.

The Company will hold your personal data on file (including electronically) as is necessary for the purposes of considering your application for employment with Impulse Leisure. The Company will only use your information for our legitimate business interests to consider your application. It will retain your information for a period of 6-months after the recruitment process has concluded, or longer subject only to appointment. For more information, please refer to the Candidate Privacy Notice which is included in this paperwork.

Please submit your completed application form as soon as possible. **Please note the closing date for this vacancy is Sunday 20th June 2025. Please further note, that vacancies may be closed earlier than the published closing date if we get a high volume of applications. We therefore advise that you complete your application at your earliest opportunity to avoid disappointment.**

If you are shortlisted for an interview, you will be contacted after the closing date. If you have not heard from us within one month of the closing date, please assume that you have been unsuccessful. In the interest of economy we do not acknowledge receipt of applications.

Wishing you every success in your application and thank you for the interest you have shown in our Company.

Yours sincerely

A handwritten signature in black ink, appearing to read "Lorna Mapson", with a horizontal line underneath.

Lorna Mapson,
Human Resources Manager
recruitment@impulseleisure.co.uk
Impulse Leisure – Head Office



JOB PROFILE

JOB TITLE:	Swim Co-ordinator
LOCATIONS:	Thurrock, Essex (Belhus Park, Blackshots and Corringham Leisure Centres)
HOURS:	<p>20-hours per week (excluding breaks); to include swim instructing (i.e. taking lessons) up to 10 classes/delivery per week, if required, e.g. to cover annual leave, short notice absence, etc...</p> <p>Monday – 15:00 – 18:30 Tuesday – 15:00 – 19:00 Wednesday – 12:00 – 16:00 Thursday – 17:00 – 20:30 Sunday – 08:00 – 13:00</p> <p>These working patterns have been determined as a legitimate aim in consideration of the operational needs of the business with these times being the most in need of additional co-ordination.</p> <p>The i-Swim program operates largely outside of school times due to the nature the activities and demand created by customers sees the offer with classes generally operating Mon-Fri 4pm to 7pm and Sat & Sun during the mornings.</p> <p>The role detail clarifies the requirement to be present during the core academy hours for continuity of service, customer queries and ensuring level of service delivery using audits, mentoring and general support.</p> <p>There may also be opportunities for additional classes (outside of these Swim Co-ordinator hours) as a Swimming Instructor.</p>
SALARY:	£15,918 - £17260 per annum (annual salary already based on 20hwpk) (£15.26 per hour - £16.54 per hour)
RESPONSIBLE TO:	Centre Management; with input from Swim Development Manager as and when required.
RESPONSIBLE FOR:	<p>Responsible for the effective utilisation and day to day co-ordination of Swim Instructors.</p> <p>Assisting in the implementation of the Aquatic Development Strategy and development of aquatic based activity.</p>
LIAISON WITH:	Swim Development Manager, Swim Instructors, customers, learners in lessons, management, Swimming Co-ordinators based at other sites.
PURPOSE OF JOB:	I. To maximise attendance, occupancy and revenue from swimming tuition programmes in line with the Key Performance Indicators (KPI's).

2. To assist in implementing the Corporate Aquatic Development Strategy to achieve Impulse Leisure's brand objectives.
3. To support Centre Management in delivery standards from Impulse Leisure Swim Instructors, instructors and primary and secondary school teachers by assisting and developing relevant lesson plans and schemes of work.
4. To assist the Centre Management in programming, marketing, communication and promotions using innovative ideas and initiating actions to meet the customer and business demands.
5. To monitor lesson content quality and delivery, ensuring the required standards are achieved at all times.
6. To provide cover for swimming tuition as dictated by the operational needs of the business, across all sites.

KEY CORPORATE RESPONSIBILITIES

1. Due to the nature of activities undertaken (i.e. regulated activity), this post is exempt under the Rehabilitation of Offenders Act. Any provisional offer of employment made will be subject to receipt of a satisfactory enhanced Disclosure and Barring Service (DBS) Certificate, to include an annually renewed DBS Update Service subscription for the purposes of ongoing satisfactory status checks throughout employment, in accordance with Impulse Leisure policies.
2. To fully comply with and ensure, in conjunction with centre management, that all employees under post holder's day to day supervision, comply with all legislation including the Management of Health & Safety at Work Regulations 1999, Impulse Leisure's Health and Safety Policy and all locally agreed safe methods of work, in accordance with the individual centres' normal and emergency action plans etc.
3. To promote and maintain an awareness of and proactive commitment to energy reduction, carbon and environmental management.
4. To wear with pride the correct staff uniform, with a name badge at all times, in order to set a good example to all staff and to present a professional image to the public.
5. To comply with and ensure, in conjunction with centre management, that all employees under post holder's day to day supervision comply with Impulse Leisure's Customer Care Policy.
6. To actively promote and ensure, in conjunction with centre management, that all employees under post holder's supervision actively promote Equal Opportunities and Diversity and observe the standard of conduct in relation to both employment and service delivery.
7. To undertake additional training/qualifications, as and when required, in order to comply with current and future company initiatives and/or governing body guidance and best practice.
8. To speak positively and enthusiastically about the Company and its services to ensure that a professional company and brand image is provided at all times to customers and colleagues.
9. Adhere to Company protocol as laid out in the Employee Handbook, and subsequent changes/additions that may be issued from time to time.
10. At the discretion of the Swim Development Manager, Centre Management/Senior Leadership Team, any other activities as may from time to time be agreed consistent with the nature of the job described above.
11. Where necessary and required, to work together with other departments within the organisation to identify any process improvements and improve standards and efficiency.
12. To work at any Impulse Leisure's centres consistent with the nature of the post.

KEY ROLE SPECIFIC RESPONSIBILITIES

Operational

1. To plan, review and assist Centre Management to deliver the i-Swim Programme to meet sales, attrition, occupancy and net-gain targets as laid out within the organisations aims and ambitions.
2. To facilitate and ensure the smooth progression of learners through the levels within the programme through continuous assessment ensuring that progression targets / KPI's are achieved.
3. Ensure personal planning of daily activities are organised to deliver against required timescales and objectives.

4. To undertake regular reviews of the water time within the pool programme in conjunction with Centre Management, to ensure the best use of pool time to increase/maximise income, providing a balanced timetable of programmed sessions to member sessions.
5. To support and assist the development of high performing Swim Instructors via continuous assessment against a pre-set criteria, and individual supervision (one-to-one) as required. Also to lead/chair regular Swim Instructor staff meetings.
6. To implement, monitor and review a schedule of planned maintenance of all teaching equipment across the site.
7. To assist Centre Management in conjunction with the Swim Development Manager and Training Co-ordinator, in any necessary training of staff as required, ensuring all staff under the post holders' day to day supervision are fully aware of, and maintain the standards expected of them.
8. To assist Centre Management in preparing staff rotas that meet the specified core hours, ensuring that all staff levels remain in accordance with the Normal Operating Procedures (NOP) and Health and Safety Manual at all times. An example of this would be swimming instructor to pupil ratios ensuring compliance with the recommended advice from Swim England/STA.

Finance

1. Together with Centre Management, meet targets for income, occupancy and attendance and effectively monitor performance against these targets, along with other agreed performance indicators, on a monthly basis.
2. Complete the class analysis records to provide accurate information on KPI's, attendance, occupancy, movement, attrition and income.
3. Where required, to assist in research, and if required to source/approach external outreach opportunities as a means of lead generation for funding and new business.
4. To track, analyse, respond and report on all data provided by the Swim Programme enrolment process and Key Stage attainment within schools and other partners.

Customer Care

1. To bring to the attention of the centre management team, any potential customer care issues.

Health & Safety

1. To assist with ensuring that all staff, in conjunction with centre management, under the day to day supervision of the post holder work within the guidelines set by the site risk assessments, and working instructions so all tasks on site are completed safely and in line with Company policy.

General day to day Human Resources

1. To assist in the delivery of the Corporate DART scheme, identifying the training and development needs of all staff under the post holders day to day control in accordance with the direction and support of the relevant Manager.

Training

1. To liaise with the Group HR/Training Administrator to ensure all mandatory training e.g. NRASTC, CPD's are maintained for all swimming instructor staff.
2. As required, to train and mentor Swim Instructors to competently deliver all aspects of the iSwim programme

Quality Management

1. To assist in maintaining the Quality Management Systems to ensure efficient operation of the Swim School Programme and School Swimming, from booking through to delivery and monitoring consistency across the sites.
2. To assist in producing and reviewing Swim England Standard lesson plans for the whole range of the programme.
3. Maintain all necessary records and reports and ensure deadlines are met, for e.g. Weekly I-Swim KPI reports
4. Ensure effective, accurate and timely set-ups and take-downs in preparation for all sessions.
5. Contribute to programme development through knowledge of customer needs and current trends in leisure in accordance with NPTS to meet the needs of the business.

The post holder **will** be required to work at any of the Company's facilities as required, and will be required to stand in for staff on annual leave, training courses, etc., or at short notice in the event of, for example, illness. To obtain maximum efficiency the post holder will be involved in a rota of hours, which can vary according to the programme.

The normal working hours inevitably contain an unsociable element that involves evenings, weekends and Bank Holidays worked on a rota basis and subject to regular reviews in order to improve efficiency and address the total demands of the service. The salary of the post has been determined as complete recompense for the above working arrangements.

Note: This document does not constitute an exhaustive list of all duties relating to the post, but indicates the main areas of activity. From time to time it may be necessary to vary the duties, in consultation with the postholder, to take account of changing operational requirements, the introduction of different working methods, etc..

In the course of your duties you may have knowledge of, or access to information that is confidential. It is essential that such information is safeguarded in accordance with the Data Protection Act 1998; it should not be published or divulged other than to authorised personnel, or used for any unofficial purposes. In cases of doubt about what is confidential or who is authorised, your manager must be consulted.

PERSON SPECIFICATION

JOB TITLE: Swim Co-ordinator

INFORMATION FOR APPLICANTS:

The person specification provides an outline of the experience, skills and abilities we expect the successful candidate to possess. You should match your own skills, experience, and abilities to those listed below. **You must tell us in what way you meet the criteria asked for; a sentence or two of explanation with examples will help us to assess your application.**

Applicants with a declared disability will be guaranteed an interview where they score at least 2 (out of a 0-3 scale) on each of the criteria weighted with High Importance, i.e. score of 2 multiplied by the criteria weighted 3 = 6.

Key: A – Application; C – Certificates; I – Interview; PA – Practical Assessment

***Weighting Scale:** 3 – High Importance 2 – Medium Importance 1 – Low Importance

CATEGORY	CRITERIA	WEIGHTING (*SEE ABOVE)	HOW ASSESSED (SEE 'KEY' ABOVE)
<u>Skills, Abilities and Knowledge</u>	1. Ability to develop solutions to prevent and resolve operational issues while under pressure, as and when they occur, in order to maintain business continuity and service delivery.	3	A,PA
	2. Able to verbally communicate, clearly and effectively, with both members of the public, parents, school teachers and staff members at all levels e.g. meetings, one-to-one conversations, customer concerns.	3	I,PA
	3. Able to write clearly, accurately and concisely e.g. written reports, presentations, customer responses.	3	A,PA
	4. Able to review and interpret reports (e.g. i-Swim weekly KPS reports) to staff responsible for delivery and to steering group.	3	PA
	5. Ability to encourage, mentor and motivate staff to improve, enhance and maintain service standards.	3	I
	6. Ability to deliver excellent customer service.	3	A,PA
	7. Promote and maintain an awareness of and commitment to equal opportunities and diversity.	3	I
	8. Computer skills, e.g. Microsoft Word, Excel or equivalent e.g. write reports, respond to customer letters, including computer skills to read and analyse income/expenditure against class capacity,	3	PA
	9. Maintain an awareness of and proactive commitment to energy reduction, carbon and environmental management.	3	I
	10. Ability to mentor other staff members to help them develop and improve within their job role.	3	A,I
	11. Ability to supervise staff day to day, ensuring set tasks are completed in line with allocated schedules.	3	A,I
	12. Ability to manage own time to complete tasks within set deadlines	3	PA

<u>Special Knowledge</u>	1. Understanding of Health and Safety issues and best practice in relation to the swimming pool environment	3	I
	2. Must be able to plan to minimise, if not eliminate the risk in relation to the swimming lesson risk assessment/lesson plans to ensure safe working conditions.	3	I
	3. Supervision skills, including communication with staff and feedback on internal audits.	2	I
	4. Understanding of customer needs and how to implement promotions to increase revenue from swimming related items	2	I
	5. Understanding of Quality Management Systems to ensure efficient operation of the facility. E.g. Quest / Swim21	2	I
	6. Understanding of implementing Aquatic strategies or similar into the programming of swimming related events	2	I
	7. Understanding of Swim England (or equivalent) products and Teaching Framework	2	I
<u>Experience</u>	1. Ideally, minimum of 2 years previous experience as a supervisor in a pool facility, or at a similar level e.g. assisting in planning rotas, conducting team briefings etc	2	A
	2. Ideally, working knowledge/experience of a Pool facility	3	A,I
	3. Experience of dealing with customer complaints and helping to resolve the issue	3	A,I
	4. Working knowledge of Booking systems e.g. GoLearn, MRM; Plus 2, or similar customer relations software packages	2	A,PA
	5. Experience of working with a swim tuition framework with continuous assessment and its implementation	2	A,I
<u>Education/ Qualifications</u>	1. <u>Must have</u> current valid and nationally recognised swim instructor qualification, e.g. Swim England, STA Level 2 Certificate qualification (or equivalent)	3	A, C
	2. Any other Swim England Aquatic Framework CPD's i.e. Swimming Stages 1– 7 & 8-10, or STA Award/Certificate etc.	1	A, C
	3. Current valid rescue test qualification, i.e. RLSS NRASTC or RLSS NPLQ or equivalent, <u>or</u> the ability to obtain within 6-months of appointment.	3	A, C
<u>Other</u>	1. To be flexible and adaptable with hours, tasks and location of work, whilst maintaining the operational needs of the swim school programme, which is predominantly late afternoons, early evenings and weekend mornings.	3	I
	2. Must be willing and prepared to undertake any additional training necessary in order to fulfil the requirements of the role, and to comply with current and future company initiatives	3	I
	3. Personal commitment to CPD	3	I
	4. Must undertake regular training in accordance with company requirements in order to maintain NRAST/NPLQ to a competent standard at all times.	3	A, I, C
	5. If successful, appointment will be subject to a satisfactory enhanced Disclosure and Barring Service (DBS) Certificate, to include an annually renewed DBS Update Service subscription.	3	A, I

IMPULSE LEISURE

APPLICANT PRIVACY NOTICE (JANUARY-2024)

IN COMPLIANCE WITH

GENERAL DATA PROTECTION REGULATIONS (GDPR)

As part of any recruitment process, Thurrock Community Leisure (Impulse Leisure) collects and processes personal data relating to job applicants. Impulse Leisure is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

WHAT INFORMATION DOES IMPULSE LEISURE COLLECT?

Impulse Leisure collects a range of information about you, including:-

- your name, address and contact details, including email address and telephone number
- details of your qualifications, skills, experience and employment history
- information about your current level of remuneration, including (where applicable) benefit entitlements
- whether or not you have a disability for which Impulse Leisure needs to consider reasonable adjustments during the recruitment process, and
- information about your legal entitlement to work in the UK.

Impulse Leisure may collect this information in a variety of ways. For example, data might be contained in application forms, CVs and/or from recruitment agencies, obtained from your passport or other identity documents, or collected through interviews and/or other forms of assessments.

Impulse Leisure may also collect personal data about you from third parties, such as references we will request from former employers and/or education establishments (schools, colleges, universities), information from employment background check providers (where relevant) and information from criminal records checks (Disclosure and Barring Service). Impulse Leisure will seek information from third parties only once a conditional job offer to you has been made and will inform you that it is doing so.

Data will be stored in a range of different places, including on your application record (through the Applicant Tracking System (ATS)), in HR systems and on other IT systems (including email).

WHY DOES IMPULSE LEISURE PROCESS PERSONAL DATA?

Impulse Leisure needs to process data to take steps at your request prior to entering into a contract with you. It may also need to process your data to enter into a contract with you. In some cases, Impulse Leisure needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check an applicant's eligibility to work in the UK before employment starts.

Impulse Leisure has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows Impulse Leisure to manage the recruitment process, assess and confirm a candidate's

suitability for employment and decide to whom to offer a job. Impulse Leisure may also need to process data from job applicants to respond to and defend against litigation.

Impulse Leisure may process special categories of data, such as information about ethnic origin, sexual orientation or religion or belief, to monitor recruitment statistics. It may also collect information about whether or not applicants are disabled to make reasonable adjustments for candidates who have a disability. Impulse Leisure processes such information to carry out its obligations and exercise specific rights in relation to employment.

For some roles, Impulse Leisure is obliged to seek information about criminal convictions and offences. Where Impulse Leisure seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to employment.

Impulse Leisure will not use your data for any purpose other than for the recruitment exercise for which you have applied.

WHO HAS ACCESS TO DATA?

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR and recruitment teams, interviewers (i.e. panel members) involved in the recruitment process, managers in the business area for which you may be considered and IT staff if access to the data is necessary for the performance of their roles.

Impulse Leisure will not share your data with third parties, unless your application for employment is successful and it makes you a conditional offer/offer of employment. Impulse Leisure will then share your data with former employers to obtain references for you, employment background check providers (if required) to obtain necessary background checks and if required, the Disclosure and Barring Service (which will require your express consent) to obtain necessary criminal records checks.

Impulse Leisure will not transfer your data outside the United Kingdom.

HOW DOES IMPULSE LEISURE PROTECT DATA?

Impulse Leisure takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties. Impulse Leisure employees involved in recruitment processes have been trained in data protection.

FOR HOW LONG DOES IMPULSE LEISURE KEEP DATA?

If your application for employment is unsuccessful, Impulse Leisure will hold your data for 6 (six) months after the end of the relevant recruitment process. At the end of that period, your data is deleted and/or securely destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained throughout your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

YOUR RIGHTS

As a data subject, you have a number of rights. You can:-

- access and obtain a copy of your data on request
- require Impulse Leisure to change incorrect or incomplete data
- require Impulse Leisure to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing, and
- object to the processing of your data where Impulse Leisure is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact the person responsible for data protection, details at the end of this document.

If you believe Impulse Leisure has not complied with your data protection rights, you can complain to the Information Commissioner. However, in the first instance please contact Impulse Leisure so that your concerns can be investigated in the first instance.

WHAT IF YOU DO NOT PROVIDE PERSONAL DATA?

You are under no statutory or contractual obligation to provide data to Impulse Leisure during the recruitment process. However, if you do not provide the information, Impulse Leisure is unlikely to be able to process your application properly or at all.

AUTOMATED DECISION-MAKING

Recruitment processes are not based solely on automated decision-making. However, Impulse Leisure's application tracking system (ATS) will request candidates to respond to the following:-

- 'if they are legally entitled to work in the UK'. If a candidate ticks 'no'; then they will not be able to complete the rest of the application process, and
- 'if they hold a valid National Pool Lifeguard Qualification (NPLQ)'. If a candidate ticks 'no'; then they will not be able to complete the rest of the application process.

Candidates who respond yes to proceed with the application, but are subsequently then unable to provide the correct right to work original documentation and/or who do not have a valid NPLQ will not proceed further in the recruitment process.

Any concerns relating to this question, should be directed to Lorna Mapson, Group Human Resources Manager – recruitment@impulseleisure.co.uk

CONTACT DETAILS OF PERSON RESPONSIBLE FOR DATA PROTECTION

dataprotectionofficer@impulseleisure.co.uk

Head Office, Blackshots Leisure Centre, Blackshots Lane, Grays, Essex, RM16 2JU