



Dec 2018

Dear Applicant

**SWIMMING INSTRUCTOR APPRENTICES (LEVEL 2 DIPLOMA IN COACHING LEARN TO SWIM)
37 HOURS PER WEEK, 12 MONTH FIX TERM CONTRACT - WADURS POOL, ADUR (WEST SUSSEX)**

Thank you for expressing an interest in the above apprenticeship programme.

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 within the Asylum, Immigration and Nationality Act 2006, if you are short-listed and invited to attend a further competitive selection process, you must be able to produce **original** document/s from either **List A** or **List B** of the [Approved Documents List](#), to demonstrate legal entitlement to work in the United Kingdom.

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](#).

Please submit your completed application form as soon as possible. Please note that a selection process will take place as applications are received, **initially until Sunday, 27th January 2019** - we will not consider late applications. **Places on this programme are limited, and are subject to applicants being able to meet Government funded criteria.**

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 drawn underneath it.

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



JOB PROFILE

| | |
|------------------------|---|
| JOB TITLE: | Swimming Instructor Apprentices (Level 2 Diploma in Coaching Learn to Swim) |
| SALARY: | £136.90 per week, equivalent to £7,118.80 per annum |
| HOURS: | 37 actual working hours per week, including early mornings, late evenings, weekend and bank holiday working patterns |
| DURATION: | 12-month fixed term contract (<i>on successful completion of the 12 month apprenticeship programme, the Company would expect to be able to offer continued employment and/or further development opportunities, subject of course to the candidate meeting the required standards</i>) |
| LOCATION: | Wadurs Pool (Adur, West Sussex) |
| RESPONSIBLE TO: | Centre Manager/Duty Manager/Swim Development Manager / Group HR Advisor |
| LIAISON WITH: | Members of the public, other employees, and assessors |
| JOB PURPOSE: | <ol style="list-style-type: none">1. To undertake training and gain experience/qualifications in a variety of duties in departments across the industry i.e. swimming teaching, poolside, reception, café etc.2. To initially learn and then assist in the supervision, control and safety of the public whilst using the facilities of the leisure centres. |

KEY CORPORATE RESPONSIBILITIES:

1. 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.
2. To maintain awareness of policies and practices within Impulse Leisure, and be aware of safeguarding matters regarding children, young people and vulnerable groups. We expect all our employees to report any concerns or allegations in accordance with our corporate policy and reporting procedures.
3. To fully comply with and ensure, in conjunction with site management, compliance 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 Sites' normal and emergency action plans etc.
4. To promote and maintain an awareness of and proactive commitment to energy reduction, carbon and environmental management.
5. 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.
6. To comply with and ensure, in conjunction with site management compliance with Impulse Leisure's Customer Care Policy.
7. To actively ensure, in conjunction with site management, promotion of Equal Opportunities and Diversity and observe the standard of conduct in relation to both employment and service delivery.
8. 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.
9. 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.
10. Adhere to Company protocol as laid out in the Employee Handbook, and subsequent changes/additions that may be issued from time to time.
11. At the discretion of the Centre Management/ Senior Managers, any other activities as may from time to time be agreed consistent with the nature of the job described above.

12. Where necessary and required, to work together with other departments within the organisation to identify any process improvements and improve standards and efficiency.
13. To work at and travel to any Impulse Leisure's centres consistent with the nature of the post.

KEY ROLE SPECIFIC RESPONSIBILITIES

1. To initially learn, and in future (subject to qualification/competency), assist/instruct, supervise and motivate class/course attendees. To maintain a safe and enjoyable environment for customers by ensuring the day-to-day operation of the Centre is in accordance with the daily programme of activities and employee duties.
2. To initially learn, and in future (subject to qualifications/competency) operate the NTP (National Teaching Plan) in accordance with the ASA (Amateur Swimming Association).
3. To undertake training and gain experience/qualifications in a variety of duties in departments across the business i.e. poolside (lifeguard and swimming instruction), reception, café, etc.
4. To initially learn, and in future (subject to competency) assist in the preparation, rig, and de-rig of respective areas of the buildings and equipment in accordance with the programme.
5. To initially learn, and in future (subject to competency) assist in undertaking the recording of pool water tests and immediately report the readings to a Duty Manager.
6. To contribute to corporate initiatives such as the on-going maintenance of QUEST (QUEST is the UK Quality Scheme for Sport and Leisure).
7. To initially learn, and in future (subject to competency) maintain all areas of the buildings in a clean and tidy condition – undertaking major cleaning duties on a regular basis as programmed by the departmental Daily Log.
8. To initially learn, and in future (subject to competency) to clean the poolside and pool bottom with pool vacuum, First Aid room, changing rooms, toilet and shower areas and any other areas of the building according to the apprenticeship programme, as detailed on the relevant departmental Daily Log.
9. To initially learn, and in future (subject to competency) deal with customer and employee contact effectively and courteously, in line with Impulse Leisure's policies and procedures.
10. To initially learn, and in future (subject to competency) assist in covering reception/café/swimming lessons (including assistant teaching) and poolside as and when required.
11. To obtain and subsequently maintain the Royal Life Saving Society's UK National Pool Lifeguard Qualification (NPLQ) as directed by the apprenticeship programme, and re-qualify biannually.
12. To attend regular training sessions in order to comply with 10 above, i.e. must attend a minimum of 2-hours training each month, demonstrating a competent standard at all times.
13. Subject to successfully obtaining and maintaining qualification (above), to give trained assistance to class/centre users in difficulty, and oversee the general safety and behaviour of public and equipment.
14. To commit to undertake tasks identified for the duration of the apprenticeship programme, and gain a portfolio of evidence towards accreditation for a Level 2 Diploma in Coaching Learn to Swim.
15. To undertake any training as directed by the Company, in order to comply with current and future swimming/Company initiatives, as well as participate in other development activities according to individual need and the needs of the organisation i.e. Level 1 & 2 Swimming Teaching Qualifications, NPLQ etc.
16. Personal commitment to continuing professional development (CPD) and to key areas of development for the Company, that will contribute to your learning, and widen your experience within the leisure industry.
17. To provide support in all areas of the business operation that you are qualified/ trained to do so.

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.

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 post holder, 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 GDPR 2018; 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: Swimming Instructor Apprentices (Level 2 Diploma in Coaching Learn to Swim)

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 verbally communicate clearly and effectively e.g. deal with customer queries, team meetings, etc. | 3 | I |
| | 2. Ability to develop skills to rationally think out and resolve problems as and when they occur | 2 | I |
| | 3. Ability to understand and complete paperwork associated with the role e.g. accident forms, daily checks and have the ability to complete functional skills in English | 3 | A, I |
| | 4. Basic numeracy skills e.g. able to give change, count stock and have the ability to complete functional skills in Maths | 3 | A, I |
| | 5. Computer skills, i.e. able to use IT systems and technology | 2 | A, I |
| | 6. Ability to deliver good customer service | 3 | I |
| | 7. Ability to prepare, rig and de-rig equipment | 3 | I |
| | 8. Ability to remain calm during emergencies | 3 | I |
| | 9. Basic understanding of Health and Safety | 3 | I |
| | 10. Ability to work as part of a team, as well as on own initiative | 3 | A, I |
| | 11. Ability to motivate individuals in order to develop classes | 2 | I |
| | 12. Must maintain an awareness of and be committed to equal opportunities and diversity | 3 | I |
| <u>Education/ Qualifications</u> | 1. To hold or have the ability (see below) to obtain the RLSS UK National Pool Lifeguard Qualification and maintain qualification, within requirements of programme. | 3 | A, PA |
| | 2. To have the ability to undertake a Level 2 Diploma in Coaching Learn to Swim, inclusive of the ability to obtain Level 1 and 2 Teaching Qualifications. | 3 | I |
| <u>Other</u> | 1. Interest in developing a career in the leisure industry/aquatic teaching. | 3 | A, I |
| | 2. Must be willing and prepared to undertake any additional | 3 | I |

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|--|--|---|---|
| | training in order to fulfil the requirements of the programme and maintain the necessary qualifications | | |
| | 3. Trustworthy with respect for confidentiality | 3 | 1 |
| | 4. To have a responsible, dedicated, positive 'can-do' attitude to work and learning | 3 | 1 |
| | 5. Excellent time keeping and attendance | 3 | 1 |
| | 6. Flexible and adaptable with hours, tasks and duties, and must be prepared to work at any of Impulse Leisure Centres consistent with the nature and responsibilities of the apprenticeship programme | 3 | 1 |

RLSS National Pool Lifeguard Qualification (NPLQ)

If you are invited to interview for this role, the first stage of the selection procedure consists of a practical water test. In order to be considered further for the apprenticeship programme, candidates **must** be able to demonstrate the following course prerequisites:

Candidates **must** be at least 16 years of age prior to the start of the course;

Candidates **must** be able to jump/dive into deep water; be able to surface dive without risk to their hearing to the deepest part of the pool (2.8 metres).

Candidates **must** be able to swim 100 metres continually on their front and back in deep water and tread water for 30 seconds.

Swim 50 metres by any front stroke within 60 seconds (in swimming costume only).

Climb out unaided without the use of ladders/steps.

T-shirt and shorts are to be worn for all water work throughout the course and assessment.

Length of course:

Approx 45 hours, which is either undertaken as a one-week intensive course, or alternatively, undertaken over 3 weekends (both Saturday and Sunday)

Course content:

The NPLQ is divided into two units. Unit 1 covers the principles of working as a pool lifeguard and trains a range of lifesaving skills as they relate to rescue in a range of common emergency situations that could occur in any pool. Unit 2 covers the application of the Unit 1 skills and knowledge in a work related environment (RLSS, 2006)

Upon completion of this course, subject to successfully passing the final practical and oral exam, the candidates will hold a full 9th Edition National Pool Lifeguard qualification inclusive of both unit 1 & unit 2, which are valid for 24 months.

On-going training:

Having successfully completed the course, employees are required to undertake 2 hours on-going training each month in line with Impulse Leisure's policies and procedures.