

Post Details	Last Updated: 07/05/21	
Job Title:	Swimming Delivery Officer	
Job Family & Job Level	Sport Delivery Team	Level 3
Responsible to:	Sport and Fitness Manager	
Responsible for:	n/a	
<p><u>Job Purpose</u></p> <p>The post holder is responsible for the management of a high quality and innovative portfolio of aquatics programmes and increasing usage of our world-class pool enabling SSP to achieve its key strategic and financial objectives. Reporting to the Sport and Fitness Manager, and managing relationships with key stakeholders, the role will have a key focus on developing and delivering high quality programmes and initiatives with exceptional customer experiences, creating opportunities for a diverse range of customers to engage in water based activity and managing the achievement of a set budget and membership targets.</p>		
<p><u>Problem Solving, Accountability and Dimensions of the role</u></p> <p>The post holder, under the guidance of the Sport and Fitness Manager, will work towards clearly defined objectives and KPIs, whilst working within established departmental processes and procedures. The post holder is expected to use their initiative to work proactively towards objectives and KPIs and report to the Sport and Fitness Manager at regular intervals to provide feedback on their progress.</p> <p>The post holder will be responsible for managing an agreed budget and will have financial responsibilities. The post holder will be responsible for identifying how engagement and income targets can be achieved and managing the achievement of these targets, adapting programme delivery as necessary throughout the year. The post holder will also be responsible for controlling costs (staff costs and other costs) for the aquatics programmes, ensuring costs remain within set budget. The post holder will be responsible for alerting the Sport and Fitness Manager of any budgetary opportunities or risks and implement any necessary proactive or mitigating actions.</p> <p>The post holder has the latitude within their daily work routine to organise and prioritise their own work as well as identifying their key tasks and deadlines. The post holder is expected to work in a proactive manner and to decide how to achieve the defined objectives and KPIs, generally basing decisions on their work objectives, departmental priorities, and their professional experience.</p> <p>As well as managing the SSP Swim Academy programme this role will oversee all activity in the pool, ensuring the timetable maximises the pool space allowing members, students, and the local community to benefit.</p> <p>The post holder will also work very closely with Guildford City Swimming Club management team, along with other external partners to ensure a high level of customer experience is provided and maximising opportunities to increase the utilisation of the pool.</p> <p>The post holder is expected to recognise and resolve routine day-to-day problems and to act as an escalation point for their instructors and external relationships, where questions or issues arise, which fall outside of the remit of their role. Resolution for these issues will usually be found through referring to their previous experience of similar problems, consulting with appropriate organisations or through making reference to departmental policies and procedures.</p>		

The post holder keeps up to date with the local and national aquatics landscape so they can make effective decisions to position the SSP aquatics programmes accordingly. The role will require collaborative working with key partners and the post-holder will demonstrate confidence when engaging and working with key partners, ensuring partnership working decisions align with key SSP business priorities.

Background Information/Relationships

Surrey Sports Park is at the heart of sport and physical activity in Surrey, and our mission is to deliver the best possible sport, health, and wellbeing experience to our University of Surrey students and to the wider SSP community. We provide strategic added value to the University by delivering an outstanding student experience through social and competitive sport and providing an excellent environment for wellness and fitness for Surrey staff and students, and our community impact is significant both culturally and physically. The team is passionate and high performing, and the business model requires us to deliver a self-sustaining, well managed and customer service focused business.

The post holder will work closely with all Sports Park staff and both internal and external guests.

This job purpose reflects the core activities of the post. As SSP and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. SSP expects that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the job purpose become necessary, the post-holder will be consulted, and the changes reflected in a revised job purpose.

Person Specification

Qualifications and Professional Memberships	Essential/ Desirable	
Swim England/STA Level 1/2 Certificate in an aquatics activity	E	
Degree, HND, NVQ 4 qualified or equivalent in relevant subject/relevant formal training, plus some experience in a similar or related role. OR Significant vocational experience, demonstrating development through involvement in a series of progressively more demanding and relevant work/roles and the acquisition of appropriate professional or specialist knowledge.	E	
First Aid Certificate, or willingness to complete the training	D	
Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the competency framework for clarification where needed).	Essential/ Desirable	Level 1-3
Experience and a strong understanding of Swim England Learn to Swim Framework	E	3
An understanding of business development and relationship management	E	3
Ability to generate revenue and manage budgets	E	3

Experience of increasing swimming participation across a range of audiences	E	n/a
Understanding of quality coaching delivery and customer service	E	n/a
Experience of working with partner organisations such as Clubs, NGB's, CSPs, local authorities and sports councils	E	n/a
Interest in sport and leisure	D	n/a
Special Requirements:	Essential/ Desirable	Level 1-3
To work during unsocial hours, including early mornings, late evenings and at weekends.	E	n/a
Disclosure and Barring Service clearance	E	n/a
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). N/A (not applicable) should be placed, where the competency is not a requirement of the grade.		Level 1-5
Communication		2
Adaptability / Flexibility		2
Customer/Client service and support		3
Planning and Organising		3
Continuous Improvement		2
Problem Solving and Decision Making Skills		2
Leadership / Management and Teamwork		2
Creative and Analytical Thinking		2
Influencing, Persuasion and Negotiation Skills		2
Strategic Thinking		1

Organisational Information

All staff are expected to:

Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the Surrey Sports Park Equal Opportunities Policy.

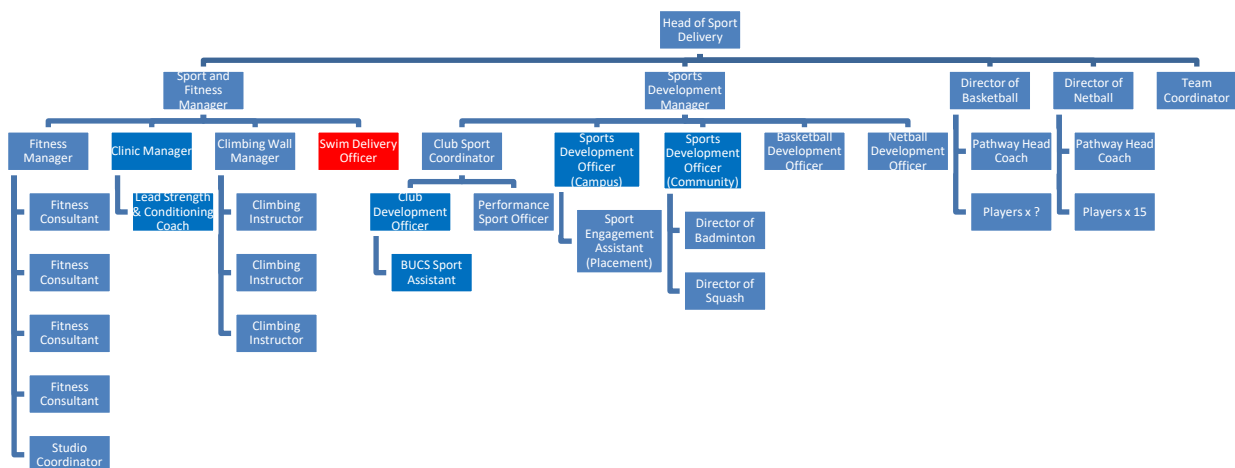
Help maintain a safe working environment by:

Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.

Following local codes of safe working practices and the Surrey Sports Park Health and Safety Policy.

Excellent environmental performance is a strategic objective for the Surrey Sports Park. All staff are encouraged to work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.

Undertake such other duties within the scope of the post as may be requested by your Manager.



Key Responsibilities

1. Manage the development and delivery of innovative and first class swimming programmes, managing its delivery within an agreed budget, and ensuring key strategic KPIs are achieved.
2. Lead the delivery of a high quality customer experience at all aquatics activities at all points in the customer journey
3. Work collaboratively with SSP departments to deliver year-round recruitment and retention campaigns for Swim Academy, enabling the achievement of monthly membership income targets
4. Work innovatively and cooperatively to maximise pool utilization and occupancy through the installation of a range of exciting campaigns and aquatic activities

5. Manage relationships with Guildford City Swim Club and other partners (Swim England, Active Surrey, Guildford Borough Council), ensuring robust agreements are in place and being adhered to, which deliver high quality teaching and customer service across all aquatics activities
6. Ensure all SSP policies and procedures are adhered to and be responsible for writing and successfully implementing the operating procedures for all SSP aquatics activities
7. Develop strong working relationships across the Sport Delivery team and other SSP departments, including memberships, operations, client services, front of house, marketing, and systems, to ensure efficient working practices across all teams and shared resolution of challenges.

N.B. The above list is not exhaustive.