

## JOB DESCRIPTION Aquatics Coordinator

<b>Job Title:</b> Aquatics Coordinator	<b>Present Grade:</b> 4
<b>Department/College:</b> Sport, Facilities	
<b>Directly responsible to:</b> Operations Manager (Commercial)	
<b>Supervisory responsibility for:</b> Aquatics Team	
<p><b>Other contacts</b></p> <p><b>Internal:</b> The post holder is required to liaise with a wide range of administrative and support staff including:</p> <ul style="list-style-type: none"> <li>• Facilities (all services)</li> <li>• People and Organisational Effectiveness</li> <li>• Marketing and Communications</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>• National Governing Bodies</li> <li>• Local Schools</li> <li>• Emergency Services</li> <li>• Suppliers</li> <li>• Contractors</li> <li>• External maintenance teams</li> </ul>	
<p><b>Job Purpose:</b> To lead the aquatics management of the Sport Lancaster Facilities. To ensure safe and effective working practices are in place which are delivered to an exceptional level of customer standards. To lead and motivate the aquatics team in the delivery of the operational and financial strategy.</p>	
<p><b>Major duties:</b></p> <ol style="list-style-type: none"> <li>1. Be accountable for all aspects of the day to day running of the aquatics programme, ensuring relevant services are delivered to a high standard and taking appropriate action to ensure the relevant standards are maintained.</li> <li>2. Ensure all aquatic services are delivered in accordance with the standard operating procedures and carrying out relevant risk Assessments</li> <li>3. Management of aquatics team, including preparing staff rotas to ensure effective deployment, induction, training and development, performance management, carry out annual PDRs and regular one-to-ones, and contributing to the recruitment process.</li> <li>4. Ensure an excellent customer experience is delivered by adhering to service standards and values, actively seeking customer feedback and responding to enquiries and complaints appropriately, referring issues to the Operations Manager (Commercial) when required</li> <li>5. Take a lead role in managing specific projects and working to key performance indicators (KPI's) and targets, both individual and those of the service</li> </ol>	

6. Keep up to date with current trends and qualifications in the Aquatics industry
7. Assist the Operations Manager (Commercial) in ensuring that budgets set by the service are adhered to
8. In conjunction with the Operations Manager (Customer Experience), develop an innovative customer retention strategy for the service
9. Manage and be competent in the use of the computerised systems including the Leisure Management Software and ensuring that all relevant staff are trained in its use
10. Be responsible for developing the aquatics products to enable the generation of income and contributing to the development of the facilities and procedures through analysis of usage figures and customer feedback
11. Undertake the associated duties of an Operations Supervisor, Group Exercise Coordinator and the wider operational team when required
12. Work within and ensure adherence to the University's and Sport Lancaster's Health and Safety and Equality and Diversity policies and the Control of Substances Hazardous to Health (COSHH) regulations