

# Chessgrove Swim - Swim School Manager

Reporting directly to the business owners, you will be responsible for all aspects of the business; supervising the operations, managing staff and facilities, and ensuring continuous improvement.

## Job Description

### 1. Managing the Swimming Operations and Teaching Lessons

- Ensuring that all lessons are delivered in a safe, sensitive and fun manner and maintaining quality standards
- Reviewing classes, programmes, teaching records and developing and implementing policies
- Being part of the teaching team and delivering lessons
- Co-ordinating staff rotas with shift changes and holiday cover

### 2. Personnel Management

- Daily supervision of the swimming teachers and administrative staff
- Motivating the team, managing their performance and developing their skills
- Regular staff training, workshops, meeting
- Maintenance of quality standards both in the water and on reception
- Recruitment, pay reviews
- Maintenance of personnel records ensuring all statutory requirements are met

### 3. Customer Management and Sales Growth

- Promoting excellent standards of customer service at all times
- Maintaining an enticing timetable of swimming lessons for each term or holiday block
- Managing advertising and marketing initiatives through networking, social media, mailing lists, direct sales, promotions

### 4. Premises

- Ensuring all facilities are clean, well maintained, and safe at all times
- Supervision of cleaning and maintenance contractors
- Ensuring plant room and water testing procedures are followed
- Overseeing standards of tidiness, cleanliness and hygiene

### 5. Health & Safety

- Ensuring health and safety legislation is followed at all times
- Undertaking and maintaining risk assessments
- Ensuring all qualifications and certifications are in place and up to date
- Keeping the completion of daily cleaning, opening, closing, and maintenance checklists kept to a high standard at all times

### 6. Financial Management

- Ensuring the business meets its financial targets
- Managing the cash flow of the business
- Setting and achieving budgets to ensure steady growth of business
- Setting prices, managing costs including payroll costs
- Managing our KPIs
- Focusing on class occupancy (i.e. swimmers per class)