**Job title:** Swimming Administrator

- **Salary:** £11.10 per hour
- **Grade:** YCL A3
- **Hours of work:** 31 per week (part time)
- **Contract type:** Permanent
- **Reporting to:** Swimming Development Coordinator

**Why work for YCL?**

- Reporting to: Swimming Administrator
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**Main purpose of this role**

To provide a high standard of administrative support in the coordination and organisation of the York Sport swim programme and lessons.

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**Key responsibilities and duties**

- Provide administrative support to the Business Development Manager and Swimming Development Officer in the coordination and organisation of York Sport swimming lessons and programme.
- Liaise with customers, colleagues and banks as directed by the Business Development Manager and Swimming Development Officer.
- Process York Sport swimming lesson requests and swimming memberships.
- Provide system generated swimming lesson membership and financial reports.
- Provide effective communication of all swimming lesson related matters to colleagues and customers.
- Resolve queries relating to swimming lessons and the swimming programme.
- Liaise with banks and members regarding establishing direct debits and 12 week cash payments in order to update the leisure management software.
- Support public relations by providing professional and high levels of customer service to students, staff and external customers.

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York Sport is responsible for the University of York’s sporting estate and for delivering University and community facing services in support of our mission to ‘inspire activity’

With support of key stakeholders over £16m has been invested in the ongoing upgrading of facilities that include our £9m Sport Village, regional standard athletics stadium, sports arena and many other sport and fitness facilities.

We continue to work alongside our many partners as we seek to maximise opportunities and high-quality services, through our high-quality team and environment that we are justifiably proud of.

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Key responsibilities and duties continued

- Receive and process payments from internal and external customers.
- Support swimming membership and product/service promotion and to assist with the organisation of swimming events as required.
- Provide good quality secretarial support to York Sport as requested including the taking of minutes for internal meetings.
- Liaise with staff, receptionists, lifeguards, teachers and the membership and business team to ensure an effective and quality level of service provision.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post in response to business needs.
### Job title: Swimming Administrator

<table>
<thead>
<tr>
<th>Person specification</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qualifications</td>
<td>● 5 GCSE's grade C or above including Maths and English or relevant experience</td>
<td>● Typing / word processing qualifications</td>
</tr>
</tbody>
</table>
| Knowledge            | ● Knowledge of office and administrative procedures including filing systems  
                       | ● Knowledge of the leisure industry and associated memberships              |
                       | ● Knowledge of the national teaching plan                                   |
                       | ● Knowledge of the operation delivery of swimming lessons and programmes.  |
| Skills/abilities/competencies | ● Proficient in the use of IT packages including; Microsoft Word and Excel, databases and email. |
                       | ● Effective written and oral communication skills                           |
                       | ● Demonstrable customer care skills                                         |
                       | ● High level of accuracy and attention to detail in the preparation and presentation of work | ● Ability to use own initiative to solve less routine queries |
### Job title: Swimming Administrator

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<tr>
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<th>Essential</th>
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</thead>
<tbody>
<tr>
<td>Experience</td>
<td>● Relevant office experience</td>
<td>● Delivery of a swimming lesson programme</td>
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<tr>
<td></td>
<td>● Experience of working within a customer and similar focussed environment (sports or leisure centres)</td>
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<tr>
<td>Personal Attributes</td>
<td>● Effective interpersonal skills</td>
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<td></td>
<td>● Ability to work independently and as part of a team</td>
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<td>● Highly motivated with an enthusiastic, positive, ‘can do’ attitude</td>
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