

Job Description

Job title:	Hydrotherapy Pool Manager
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Service:	Hydrotherapy Pool
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Accountable to:	Senior Manager
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Accountable for:	Hydrotherapy Team
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Job Purpose

To run a commercially successful hydrotherapy pool which enhances the reputation of Freeways as a provider of choice and contributes to its core business

- To manage the day to day operation of Freeways hydrotherapy pool, making sure the environment is safe and well maintained
- To inspire and support the Hydrotherapy Team to provide a high quality, efficient and customer focused service.

Key Responsibilities and Objectives

Marketing – ensuring local individuals and organisations are aware of the quality services provided by the pool

- Actively market and promote the hydrotherapy pool services to new and potential clients. Ensuring the service meets the targets set for client referrals and ongoing support across all hydrotherapy pool activities
- Research and build relationships and networks to increase the pool usage
- Develop and maintain social media and other marketing resources to promote the hydrotherapy pool

Finance – ensuring a commercially successful operation

- To effectively manage the hydrotherapy pool budget
- Agree and achieve the key performance indicators set for the hydrotherapy pool
- Produce business opportunity proposals which develop or improve the range of services/support offered
- Liaise with the finance department to ensure income and expenditure is accurately recorded and invoices are sent and paid as required
- Maintain records of pool usage
- Ensure all contracts relating to the pool are accurate including maintaining records of treatment room useage.

Staff management - ensuring sufficient, competent, motivated staff to provide a quality service

- To lead on the recruitment process for hydrotherapy pool staff
- To plan and manage the rota to ensure there is adequate support available for each session. This may require the post holder to provide pool side cover on occasion.
- Motivate the hydrotherapy team through consistent quality line management
- Ensure the hydrotherapy pool team is trained and competent for their roles.
- To support the team through induction, supervision, appraisals and team meetings
- To manage any underperformance within the hydrotherapy team in line with the Freeways policy and procedures
- Maintain and develop your professional knowledge and share this knowledge with the hydrotherapy pool team to improve the service
- Work closely with your peers within Freeways to promote and support the work of the pool and to make sure the service is aligned with Freeways values

Customers Services- ensuring customers receive a quality service and feel confident giving feedback

- Practically monitor the quality of the service provided to all pool customers and use the information gathered to continuously improve the service.
- Establish constructive relationships with customers and communicate with them effectively using a variety of methods
- Ensure the booking system is run effectively to meet the needs of the service and the customers
- Deliver all contracts to their agreed level

Management of Environment – ensuring a safe environment for all users

- Ensure the hydrotherapy pool facilities are welcoming and kept clean and tidy at all times.
- Maintain and implement the Pool Safety Operation Procedures including the Normal Operating Plan and Emergency Action Plan
- Ensure Health and Safety Compliance and all regular safety and water checks on the pool are complete and appropriate records are kept
- Ensure the pool has up to date and regularly maintained equipment and facilities that enable disabled access for all, you will need to have key holder responsibilities and share weekend on call duties with the team.

Special Notes and Conditions

This job description only contains the main duties relating to this post and does not describe in detail all the tasks required to carry them out.

Post holders may be asked to undertake any task commensurate with their pay grade.

All job descriptions will be subject to review as appropriate and may be altered in line with the requirements of the post. Any proposed changes will be discussed with the post holder prior to change.

Person Specification – Hydrotherapy Pool Manager

Shortlisting will be based on the criteria listed below, which are derived from the Job Description. Applicants should therefore explain in their application how they think they meet each criterion using relevant examples from previous work experience and community/voluntary/leisure activities, as appropriate.

Requirements:	Essential	Desirable	Assessment Method
<p>Knowledge and Qualifications:</p> <ul style="list-style-type: none"> Knowledge of running a business in the service/social care sector National Pool Lifeguard Qualification National Pool Plant Operator Certificate Leadership and Management (NVQ 5 or equivalent) <p>Experience of:</p> <ul style="list-style-type: none"> Supporting people with disabilities or health conditions Business development Effective customers services Similar facility management (pool/leisure) Team management Managing budgets and income generation Project/Change Management Setting and achieving targets <p>Other Skills and Abilities:</p> <ul style="list-style-type: none"> Must be highly customer focused with excellent communication skills 	<p><u>E</u></p> <p><u>E</u></p> <p><u>E</u></p> <p><u>E</u></p> <p><u>E</u></p> <p><u>E</u></p> <p><u>E</u></p> <p><u>E</u></p> <p><u>E</u></p> <p><u>E</u></p> <p><u>E</u></p>	<p><u>D</u></p> <p><u>D</u></p> <p><u>D</u></p> <p><u>D</u></p> <p><u>D</u></p> <p><u>D</u></p> <p><u>D</u></p> <p><u>D</u></p> <p><u>D</u></p>	<p>Application form/interview</p> <p>Application form</p> <p>Application form</p> <p>Application form/interview</p> <p>Application form/interview</p> <p>Application form/interview</p> <p>Application form/interview</p> <p>Application form/interview</p> <p>Application form/interview</p>

Created: June 2017

Revised:

<ul style="list-style-type: none"> • Ability to motivate and develop team members • Good networking skills • Solution focused problem solving • Commercial awareness • Proven IT skills • Willingness and ability to work flexibly • Sales, experience of using /managing social media useful. 	<u>E</u> <u>E</u> <u>E</u> <u>E</u> <u>E</u>	<u>D</u>	
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