



Ref: ATW15022022

Salary: £15 hourly rate

Contract: April – Sept (Zero hour)

## Active Swim World Manager - Merchant Taylors

Active Training World (ATW) is an organisation that specialises in delivering high-quality endurance events and activities, ranging from fun runs, up to marathons and long-distance triathlons. The organisation has grown significantly in the last few years, providing events services to race organisers and after successfully expanding in to open-water swimming in 2020, is now looking to expand the open-water swim offering at Merchant Taylors lake.

This is a unique opportunity to join an organisation made up of passionate individuals with a huge amount of experience in both event organisation, delivery and venue management. A successful candidate will be given the opportunity to grow with this role and look to play a significant role within this dynamic organisation.

### **DESCRIPTION OF THE ROLE:**

The open-water swim venue has a dedicated manager that is responsible for the day-to-day running of the lake. The role reports in to the Head of Events and Open Water Swimming.

Specific jobs undertaken by the role will include:

Setting up the lake:

- Undertaking the Risk Assessment for the venue and ensuring mitigating actions are in place;
- Developing the Normal Operating Procedure for the venue;
- Developing the Emergency Action Plan for the venue;
- Applying for venue accreditation;

Managing and growing the lake:

- Recruiting and managing the safety and operating team for the lake ensuring suitably qualified staff;
- Managing the rota for the safety and operating team;
- Monitoring the water quality and taking appropriate actions to manage the quality;
- Creating an appropriate customer experience at the venue in line with the ATW values;
- Managing the operating hours and staffing to maximise profitability for the venue;
- Driving additional income streams for the venue (eg. food, product sales, wetsuit hire, etc...)
- Managing social media, newsletter and promotion for the lake and the Active Swim World brand;
- Answering and actioning customer queries received through email, messenger and other channels;
- Identifying and signing up Clubs (and other groups) to partner with the venue;
- Working with third party groups to bring in new swimmers;
- Proactively creating and delivering new income generating events/ideas for the venue;
- Creatively developing ideas to widen the swimming community at the lake (themed sessions, etc..)
- Delivering ATW events at Merchant Taylors lake

The candidate will need to be able to drive and have an up to date full driving licence.

The successful candidate will need to share the passion that the current team have for delivering a high-quality, excellent experience to all participants.

The role will be based at Merchant Taylors School, Northwood, near Watford; however, the nature of the role may require working and travel to other ATW events and activities.

The working hours for the role will be based around the opening hours of the venue, expected to start at 2-4 days/week but could be open for 7-days/week during the peak summer times.

It is expected that an additional hour per session will be required for the administration/preparation work required and seven hours (one day) per week for the third party and social media interaction.

Informal enquiries can be made to Mike Jubb, email: [mike@activetrainingworld.co.uk](mailto:mike@activetrainingworld.co.uk)

**To apply:**

Please submit your CV and a covering letter explaining why you feel you are suitable for the role and your ideas to make Merchant Taylors the number one open-water swim venue in the UK, to [mike@activetrainingworld.co.uk](mailto:mike@activetrainingworld.co.uk)

Please quote the reference number indicated above. Should you require assistance with the application process, please contact us and we will make every effort to meet your specific requirements.