



Camden Swiss Cottage Swimming Club

Becoming a Team Manager

[Camden's Family Contribution Policy](#)

What is a Team Manager?

Team Managers are the hands-on admin, pastoral and safeguarding backbone of competition day. Coaches focus entirely on the technical side, watching swims, tracking times and giving feedback. Team Managers handle everything else: keeping swimmers safe and together, managing logistics, maintaining order, and making sure the day runs smoothly.

Safeguarding is a core part of the role. Competitions involve large numbers of children in a busy poolside environment, and Team Managers are responsible for keeping all swimmers accounted for and safe throughout the day.

TM1 is the qualification required for day competitions. TM2 is required only for overnight trips and camps.

Important. Team first, always.

Team Managers help create a well-organised and supportive competition environment for the whole group, with a focus on logistics, pastoral care, welfare and safeguarding.

The role is about putting the wider group first and allowing coaches to remain focused on preparing and supporting the swimmers. The focus is on supporting the group, rather than coaching or managing your own child. Anything relating to an individual swimmer can be discussed with the relevant coach at an appropriate time.

What does a Team Manager actually do?

During the session

- Help coaches maintain the required adult-to-swimmer supervision ratios.
- Keep all swimmers together, safe and accounted for at all times.
- Keep swimmers organised, calm and on time for marshalling.
- Keep morale and team spirit high, especially for younger or first-time competitors.
- Remind swimmers to stay hydrated.
- Answer swimmer questions about their upcoming heats and races.
- Relay necessary messages to and from parents. Unlicensed parents are not permitted poolside.
- Supervise administration of prescribed medication where required, per parental guidance, for example asthma inhalers.



- Record any incidents, medication use or concerns for later discussion.
- Make sure swimmers follow the host venue's rules: warm-down pool, keeping the team area tidy, bags in lockers, and fire alarm protocols.
- Keep the team area clean and rubbish-free throughout the day.

End of the day

- Make sure all swimmers are collected by their parents, or passed to whoever is collecting them according to the parental guidance provided in advance.
- Collect and manage lost property.
- Take part in a post-event debrief with coaches if required.
- Share any medication usage notes with parents.
- Destroy all personal information held in your Team Manager file after the event.

Why Team Managers are a Swim England requirement

Swim England policy requires **two qualified coaches or Team Managers for up to 10 athletes**, then a ratio of 1:10 after that. Clubs that cannot provide the required number must cut swimmers from the competition or withdraw entirely. This is a legal safeguarding requirement, not a club preference. [Swim England supervision ratios policy](#).

Check the numbers for your squad first

Before you start the qualification process, check with the Volunteer Coordinator at volunteers@camdenswimming.co.uk whether your squad still needs a Team Manager. The club sets a target number for each squad, and yours may already be at it.

The club only processes and pays for a DBS check once the Volunteer Coordinator has confirmed your squad needs another Team Manager.

Squad	Team Managers needed	Team Managers we currently have	Open spaces
Development Bronze	4	1	3
Development Silver	4	3	1
Development Gold	4	2	2
Academy Bronze	4	0	4
Academy Silver	4	0	4
Academy Gold	6	4	2
Junior Potential 1	7	6	1



Squad	Team Managers needed	Team Managers we currently have	Open spaces
Junior Potential 2	7	4	3
Competitive Sprint	7	2	5
Competitive Middle Distance	7	4	3
Age Group Performance	5	5	0
Youth Performance	5	2	3

If a Team Manager has more than one swimmer, they are counted against the highest squad their child swims in. This is to make sure Team Managers are developed and come through in the younger squads too.

How to become a qualified TM1

The total training commitment is about 5 hours online across two courses, plus a DBS check. All course costs can be reimbursed by the club once you have completed every step.

Step 1. Tell us you want to become a Team Manager

Email volunteers@camdenswimming.co.uk. We will confirm there is a need in your squad before you start, track your progress, and have your DBS ready to initiate at the right time.

Step 2. Get your Swim England membership number

Every Camden volunteer needs one, because that is what our insurance runs on. At least one parent per family already has a number, usually the one with the SE Motion account. [Look yourself up if needed](#).

If you do not have one, the SE Motion account holder registers you to their account using the [Register an Adult/Parent](#) link, into the **Parent/Adult squad**. Allow 7 to 10 days. Swim England emails your number to you once the Club Administrator has processed it.

You do not need your number to start the online course, so you can get on with Step 2 while you wait.

Step 3A. Complete the Team Manager Level 1 course, about 2 hours online

Courses are run by counties and regions and can fill quickly. For most of them you do not need to be from that region. Book **Team Manager Level 1**, not Level 2.

- London, our region, so chase proactively: [Swim England London training courses](#)
- South East: [SELDNR events](#). They post training dates regularly, so do check.
- North East: [ASANER events](#)
- North West: [Swim Northwest events](#)
- Middlesex: [Team Manager courses](#)

East Midlands, South East region and South West do not currently accept members from other regions.



If you cannot find a suitable course, email volunteers@camdenswimming.co.uk. The club occasionally organises group bookings through last-minute or cancellation spots, and we can add you to a waiting list or help you find availability.

Step 3B. Complete the Child Safeguarding course, about 3 hours online, renewable every 3 years

Book this at the same time as your Team Manager course. You do not need to finish one before starting the other. You must be alone and uninterrupted for this course: trainers actively check, and participants have been removed for not meeting the requirement.

- Book here: [Swim England child safeguarding course](#)
- Course name: Swim England Safeguarding in Aquatics

Step 4. Send in safeguarding certificate

Your [Safeguarding certificate](#) is posted to your home address and **must be emailed to renewals@swimming.org** once it arrives. Your [Team Manager course certificate](#) is applied to your Swim England account automatically within 7 days, so you do not need to upload it.

Step 5. Set your SE profile qualifications to visible

Your Swim England account uses a restricted default visibility, so your qualifications will not show unless you change it. You only ever do this once, and all future certifications then appear automatically. [How to adjust your settings](#), and [how to upload your certificates](#).

Once done, let Kim know at volunteers@camdenswimming.co.uk so she can confirm you are showing correctly before your first meet.

Step 6. Complete your DBS check

Once you have completed your Team Manager course and booked your safeguarding course, let Kim know at volunteers@camdenswimming.co.uk and the club will initiate your DBS. We wait until this point to make sure everyone going through the process is committed to finishing it, because DBS checks are time-consuming and cost the club money.

The form takes 10 to 15 minutes to complete, but you will also need to provide original identification and supporting documentation. Once submitted, the process itself can take over a month. Any error, a misspelled name or an incorrect address, sends it back to the start, so take care filling it in.

DBS checks are renewable every three years.

Step 7. Join the Team Manager WhatsApp group

Once your qualifications are in place, Kim will add you to the group. This is where meet sign-ups, updates and day-of communications are shared.

Step 8. Sign up to volunteer at your first meet

Sign up through the club's volunteer sheet for an upcoming meet. We will pair you with an experienced Team Manager for your first competition so you can see how it works before taking it on independently. The [First Day Poolside guide for Team Managers](#) covers what to expect on the day.



Reimbursement

The cost of both courses can be reimbursed by the club once all the steps above are complete. Email your course completion certificates and receipts to Krista at krista.bibbings@camdenswimming.co.uk.

Passes and polo tops

For each meet the club usually buys poolside passes or wristbands for Team Managers. These are often transferable between sessions and typically include tea, coffee and lunch in the officials' room alongside coaches and officials.

For some meets you need to download and print your own accreditation pass. Check the volunteer sign-up sheet for each meet.

You will receive a free club Team Manager polo top, and you will not be permitted poolside without it. Additional polos are available through Kitlocker: contact Kim for the code.

Photos

Time permitting, a team photo for social media is always appreciated, as are poolside shots of happy swimmers. Please make sure children are suitably dressed per safeguarding requirements: club tops, and appropriate clothing for full-length shots.

Send photos to photos@camdenswimming.co.uk.

Questions? Contact volunteers@camdenswimming.co.uk.