



JOB DESCRIPTION

POST TITLE	Casual Watersports Instructor (TBIWWC)
POST REFERENCE	Various
GRADE	
RESPONSIBLE TO	Duty Manager

JOB PURPOSE

To deliver coaching activities as directed in accordance with your RYA/British Canoeing and site specific qualifications. To assist in the organisation and delivery of offsite activities including Canoeing and Kayaking and other water based activities.

DUTIES AND RESPONSIBILITIES

1. To undertake site specific training for activities not regulated by a National Governing Body.
2. To deliver a safe, professional and high quality training/coaching/recreational water based experience.
3. To be responsible for the day -to -day security and safety of the centre and site as directed.
4. To undertake certain administrative work relating to the centre and its activities.
5. To organise and co-ordinate offsite trips in assistance with the Duty Manager.
6. To be prepared to work casual hours predominantly weekends, evenings, and school holidays.
7. To carry out sessions as directed by the line manager.
8. To undertake cleaning of the centre, issuing of kit, inventories and the repair and maintenance/cleaning of equipment as required and directed.
9. To keep updated with your NGB syllabi, coaching techniques, and qualifications.

General

To deal with customer/service enquiries in a professional and positive way. Ensuring that the service maintains a strong customer focus and remains committed to the principles of Charter Mark.

To assist in the training and development of staff and to undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.

To maintain any professional registration, licenses or qualifications, which are essential to the post held.

To take reasonable care of any items of equipment and uniform issued by the Company and report any faults or maintenance issues to the relevant manager.

To be aware of and adhere to all Tees Active Ltd financial, legal, HR and administrative policies and procedures including all NOPs/EAPs and the HR Handbook.

To take reasonable care of your own health and safety and co-operate with management so far as necessary to enable compliance with the Company's health and safety rules and legislative requirements.

To adhere to any professional and Company Codes of Conduct, as appropriate.

To comply with the Company's Appearance Code ensuring that uniforms and name badges are worn, as required.

To comply with the Company's Employee Guide to Information Security including relevant legislation, ensuring that confidentiality is maintained for all staffing, management, customer and supplier information.

To carry out the duties of the post with full regard to the Company's Equal Opportunities and Racial Equality Policies in the terms of employment and service delivery. Ensuring that colleagues are treated in a fair and consistent manner and that the service maintains a strong commitment to the principles of the Equality Standard.

The above tasks and responsibilities cannot fully encompass all that is required of the post-holder. It is expected that the postholder will undertake such other duties and responsibilities commensurate with the salary band and nature of the post.

I accept this job description as an accurate record of the duties and responsibilities of this post.

Signed **Date**

PERSON SPECIFICATION

POST: Casual Watersports Instructor TBIWWC

	ESSENTIAL	DESIRABLE
QUALIFICATIONS/ EDUCATION	<p>BCU Level 2 coach or UKCC L1</p> <p>Level 1 raft guide (or able to obtain)</p> <p>Must be able to demonstrate excellent verbal and written communication skills.</p> <p>Current First Aid Certificate</p> <p>Current full UK driving licence</p>	<p>BCU Level 3 Coach or UKCC L2</p> <p>BCU Level 2 Raft Guide</p> <p>RYA Powerboat Instructor</p>
SKILLS/ EXPERIENCE	<p>Good knowledge of British Canoeing/UKCC.</p> <p>Ability to manage a group effectively</p>	<p>Ability to be innovative and produce original and creative ideas.</p>
PERSONAL ATTRIBUTES	<p>Good presentation and organisational skills.</p> <p>Ability to multi task.</p> <p>Ability to work successfully both on own initiative and as part of a team.</p> <p>Ability to remain calm, efficient and professional whilst working under pressure</p> <p>Flexible approach to working time arrangements including regular evenings and weekends.</p> <p>Commitment to Continuous Professional Development</p>	

GENERAL SPECIFICATION

Leisure is a dynamic, innovative and ever changing business. It is also continually evolving and is driven by rising customer expectations of a diverse and high quality service.

Tees Active Ltd has been formed to deliver its stated mission which is:

‘To raise levels of physical activity amongst the community and to offer an attractive, safe, welcoming and encouraging environment for people to achieve their own personal aims’.

Therefore as the vast majority of the staff employed by Tees Active Ltd are ‘front line’ and interact with customers as a significant part of their job, it is essential we employ people suitable for this.

In addition to the requirements outlined in the Person Specification it is important that all our staff also have the following qualities:

- Enthusiasm
- Commitment to service excellence
- A genuine desire to work closely with our customers
- Discipline
- Flexibility
- Personal standards

Our customers are entitled to expect the highest standards to service from all of our staff. First impressions are very important and standards of dress and personal appearance contribute significantly to this. To this end Tees Active Ltd has a clearly defined Appearance Code, which all our staff are expected to operate by.