

**Job Description**

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| **Job Title:** | Senior Instructor |
| **Grade:** | SCL Grade 4 £20,903 - £23,080 per annum (Evening and Weekend enhancements) |
| **Responsible to:** | Watersports Development Manager |
| **Responsible for:** | Instructors |
| **Hours of Duty:** | 36hrs per week, annualised (42hrs April – September & 30hrs October – March) |
| **Qualifications Required:** | Hold a valid BC Level 2 Coach Award |
|  | A hold and at least one other valid coaching qualification from the below:   * RYA Dinghy, Powerboat or Start Windsurf Instructor * Climbing Wall Award * BWSW System 2.0 Operator Licence * BC Paddlesports |

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| **Purpose and Objectives of Post:** |
| This post is to assist in the coaching & development of a watersports and land based outdoor activities programme which runs all year round, offering Sailing, kayaking & Canoeing, Wakeboarding, Open Water Swimming, Orienteering, Climbing and Initiative games to a wide variety of clients.  To be focused on customer care and health and safety at all times. |

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| **Duties and Responsibilities:** | |
| The duties listed below together with such other duties falling within the purview of the post as may be required. | |
| 1 | To lead on the development and implementation of the watersports & land based outdoor activity programme. |
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| 2 | To assist with the establishment of links with schools, local sport clubs and other community groups to improve customer relations and increase attendance. |
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| 3 | To assist with instruction and supervision of activities relevant to the post holders qualifications, and to assist with the in house staff development programme. |
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| 4 | To liaise with appropriate NGB’s and stay up to date with relevant initiatives & good practice. |
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| 5 | To ensure maintenance of equipment, repair as necessary, keep maintenance records as are appropriate, and to take lead responsibility of specific equipment. |
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| 6 | To provide clerical assistance with regards bookings and general administration required for the operation. |
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| 7 | To assist with the collection of fees and recording of same, and banking of weekly fees. |
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| 8 | To play a key role in developing and maintaining high standards of customer service & the collection of customer feedback. |
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| 9 | To comply with SCL’s policies and procedures including Health and Safety. |
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| 10 | To understand and carry out safety and emergency procedures including administering of first aid and using relevant appliances in response to incidences or accidents that arise. |
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| 11 | To deputise as Duty manager as & when required & be a key holder. |
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| 12 | To lead the development of the watersports centre based clubs. |
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| 13 | To undertake appropriate training, maintain personal skills and upkeep of relevant NGB memberships. |
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| 14 | To play an active role within the Watersports team. |
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| 15 | To lead on special projects / developments. |
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| **Corporate Responsibilities:** | |
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| 1 | To ensure the service is promoted efficiently, effectively and in keeping with the Corporate image. |
| 2 | Ensure customer care is the major priority for service provision. |
| 3 | To ensure high levels of professional conduct at all times with particular reference to punctuality, dress, presentation and administration. |
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| 4 | Considerable importance is attached to the public relations aspect of all work undertaken by Salford Community Leisure staff. It is expected, therefore, that the post holder will at all times project to the public the image of the SCL as being keen to assist wherever possible and positively promote the work the SCL does across its various services. |
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| 5 | SCL expects all its employees to have a full commitment to the SCL`s Equal Opportunities Policy and acceptance of a personal responsibility for its practical application. All employees are required to comply with and promote the policy and to ensure that discrimination is eliminated in the service of SCL. |
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| 6 | The post holder must carry out their duties with full regard to the SCL’s Equal Opportunities and Health and Safety Policies. |

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| **Review Arrangements** |
| The details contained in this job description, particularly the principal responsibilities, reflect the job content at the date the job description was prepared. It should be remembered, however, that it is inevitable that over time the nature of individuals’ jobs will change; existing duties may be lost and other duties gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, SCL will expect to revise this job description from time to time and will consult regarding such revisions with the post holder at the appropriate time. |

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| Date, Job, & Description Prepared/Revised: | December 2019 |
| Prepared by: | **Hollie Tatlock** |
| Agreed by post holder (print name) |  |
| Post holder signature: |  |

**PERSON SPECIFICATION**

**POST:** Senior Instructor **GRADE**: 4

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| ESSENTIAL REQUIREMENTS | | | | | **Assessment Criteria** |
| **Skills** | | | | | |
|  | | Able to demonstrate the ability to communicate and handle enquiries from customers effectively. | | | AF/I |
|  | | Possess good motivational skills | | | AF/I |
|  | | Good standard of written and numeration skills | | | AF/I |
|  | | A commitment to a high standard of customer care. | | | AF/I |
|  | | Able to work on own initiative and make decisions | | | AF/I |
|  | | Able to work as an efficient member of a team. | | | AF/I |
|  | | A positive attitude towards teamwork. | | | AF/I |
|  | | Ability to meet deadlines | | | AF/I |
|  | | Competent user of IT packages | | | AF |
|  | | A basic understanding of and commitment to equality and diversity. | | | AF/I |
|  | | Ability to lead & manage a team (acting as Duty Manager) | | | AF/I |
|  | | Ability to plan activity programmes | | | AF/I |
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| **Knowledge & Qualifications** | | | | | |
|  | | Hold a valid BC Level 2 | | | AF/Certificate |
|  | | Hold at least one other valid coaching qualification from the list below:   * RYA Dinghy, Powerboat or Start Windsurf Instructor * MTA Hill & Moorland or above, Single Pitch or Climbing Wall Award * BWSW System 2.0 Operator Licence | | | AF/Certificate |
|  | | Hold a valid First Aid certificate | | | AF/Certificate |
|  | | Hold a clean full UK driving licence | | | AF/Certificate |
|  | | Good understanding of NGB initiatives & coaching practises | | | AF/I |
|  | | Knowledge of Health and Safety requirements for adventurous activities | | | AF/I |
|  | | Practical knowledge of the repair & maintenance of equipment | | | AF |
|  | | Knowledge of relevant National Governing Bodies and their schemes. | | | AF/I |
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| **Experience** | | | | | |
|  | | Experience of relevant administration work eg lesson plans, evaluations, risk assessments | | | AF/I |
|  | | Experience of working with a wide range of clients | | | AF/I |
|  | | Over twelve months experience of working in the outdoor industry full time. | | | AF/I |
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| **Other** | | | | | |
|  | | Willingness to undertake future training; and ability to adapt to new systems/ ways of working | | | I |
|  | | Able to work unsocial hours; on shift basis | | | I |
| DESIRABLE REQUIREMENTS | | | | | **Assessment Criteria** |
| **Skills** | | | | | |
|  | Experience of working under pressure in a service capacity. | | | | AF/I |
|  | Able to use a management information system and / or web design | | | | AF/I |
|  | Able to use Social Media and understand the benefits to organisations | | | | AF/I |
|  | Ability to run staff in house training | | | | AF/I |
|  | Experience in other watersports & adventurous activities other than your coaching sports | | | | AF/I |
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| **Knowledge & Qualifications** | | | | | |
|  | | | Hold any of the below qualifications   * Level 3 / Senior coaching qualification with either the BC or RYA * BCU 4 Star WW Kayak leader award * MTA climbing * BWSW System 2.0 Operators Licence | | AF/Certificate |
|  | | | | Hold a RYA Powerboat Level 2 Certificate | AF/Certificate |
|  | | | | Understanding of the Duke of Edinburgh Award | AF/I |
|  | | | Be familiar with Education key stages and GCSE Requirements | | AF/I |
|  | | | Have an understanding of sport development | | AF/I |
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| **Experience** | | | | | |
| a. | Experience of driving a minibus and hold a D1 or willing to train. | | | | AF/I |
| b. | Experience of leading a project / initiative | | | | AF/I |
| c. | Experience of running DofE programmes | | | | AF/I |
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**NOTE TO APPLICANTS:** Please demonstrate in your application on how you feel you meet the above requirements

**KEY:** I = Interview, P = Presentation, C = Certificate, AF = Application Form