

Job Description

Management Grouping:	Place
Team:	Sports & Leisure
Post Title:	Watersports Instructor
Reporting to:	Danson Lake Manager/Senior Instructor
Responsible for:	Minimum one volunteer - maximum 15 volunteers

Main purpose of the job:

- To be responsible for the delivery of water sport coaching as directed to Governing Bodies Guide Standards to a range of adult and youth customers taking part in structured courses and on a casual basis. Ensuring health and safety is adhered to by all participants, be responsible for assistant instructors and volunteers.

Major Duties and Responsibilities:

- To be responsible for groups and individuals to be coached giving correct instruction and information pertaining to the relevant activity. To be responsible for any Assistant Instructors and volunteers helping to coach the activity.
- To be fully conversant with the Water Sport Centre's Normal Operating Procedures (NOP), Emergency Action Procedures (EAP) and Risk Assessments. To be responsible for the Health and Safety of participants in any activity and administer First Aid when necessary.
- To collect income due and bank in accordance with procedures.
- To practice good customer care at all times when dealing with the public and deal with customer complaints professionally.
- With the Danson Lake Manager, Principal and Chief Instructor plan, coordinate and deliver the programmed activity to groups or individuals in a professional manner.
- To have working knowledge and undertake coaching sessions in line with the Governing Bodies (RYA, BC and AALA) to adhere to the ratios laid down and to coach within their schemes.
- To take on any administrative duties in relation to the work as a coach/instructor including the completion of session plans, time sheets and accident/incident report forms.
- To have a sound knowledge of the Council's Equal Opportunities policy and ensure that it is delivered at all sessions and activities.
- To undertake any additional duties in the development of the sports as defined by the Danson Lake Manager, Principal or Chief Instructor. To promote Danson Park Water Sports Centre/Adventures and all Governing Body Schemes.

- To ensure that all equipment and site is maintained in a safe, clean and usable condition at all times. To ensure that all equipment is packed away in a safe manner and that students completing manual handling do so appropriately.
- To act as lead instructor on sessions which have more than one instructor working on the session or on the water at the same time, as required and on a rota basis.
- Any other duties as may be required by the Danson Lake Manager/Centre Principal to ensure service delivery is maintained.

Person Specification

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 Team: Sports & Leisure
 Post Title: Watersports Instructor

SELECTION CRITERIA	ESSENTIAL/DESIRABLE (E/D)	METHOD OF ASSESSMENT (AF/I/T)*
(a) <u>Education and Formal Training</u> A good standard of general education is required. GCSE English and Maths A-C Level or equivalent. Coaching Qualification from relevant Governing body Emergency First Aid at Work.	E D E E	AF/I AF/I AF/I AF/I
(b) <u>Relevant Technical Experience and Knowledge</u> Relevant experience of designing, planning and implementing activities. Experience of maintaining watersports equipment Knowledge of stock management / financial control. Flexible attitude to working arrangements. Season coaching experience Experience of working with Equal Opportunity policies <u>English Language Requirements for Public Sector Workers:</u> • Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary. • Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation. • Ability to listen to customers and understand their needs. • Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations.	E D D E D E E	AF/I AF/I AF/I AF/I AF/I AF/I AF/I

*Selection Method key:

I = Interview

A = Application Form

AT = Ability Test

Applicants will be assessed against these criteria and high performance indicators throughout the recruitment process.

High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
Innovation	I respond flexibly and adapt to changing demands I am prepared to take managed risks to achieve better outcomes I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo	I routinely look for innovative and costeffective ways to improve performance and customer service I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future I take calculated risks based on available evidence and my professional judgement to learn and try new things
Leadership	I demonstrate a clear sense of purpose and direction, in line with organisational objectives I am willing to take difficult decisions My personal actions promote a positive image of Bexley	I take responsibility for my service and for making things happen to make a difference to my service users I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work I inspire, lead and encourage staff to move forward
Collaboration	I show respect for others and value contributions from internal and external partners and customers I recognise the right solution, regardless of who initiated it I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver	I encourage the feeling that the team is a collective unit with shared goals I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council I network internally and externally
Listening and Responding	I acknowledge other people's viewpoints and work with them to find a win-win solution I prepare and present information anticipating questions and problems I adapt my style to the audience and their needs, using the most appropriate communication channels	I seek regular service user feedback and review customer data to shape service improvements I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them I empower staff to make decisions and changes to improve value for money, customer service and productivity

Open and Accessible	I see issues from the customer / user perspective I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs I seek to build and maintain positive relationships with customers and partners	I am accessible to my service users, customers, staff and Members I communicate and share a clear vision for the bigger picture as well as specific service areas I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations
Impact	I prioritise my activities and resources to focus on those which have the most impact for residents I take responsibility for making things happen and achieving my objectives I make decisions and clear recommendations based on my professional opinion, experience, and informed by a range of information and evidence	I design services that provide value for money and deliver our outcomes, informed by evidence I produce, prioritise and adapt plans to meet changing requirements I set interim goals to achieve notable wins on the way to larger objectives I deal with poor performance