



Assistant Tennis Coach JOB DESCRIPTION

BACKGROUND
<p>We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure makes a positive difference by:</p> <p style="padding-left: 40px;"> welcoming all, each one of us caring about what we do, being passionate about how we do it, and feeling proud of what we achieve </p>

JOB PURPOSE
<p>To assist in the delivery of tennis classes to our customers in a safe and fun environment that develops and improves their skills and ensure great customer service.</p>

KEY RESULT AREAS	
Key Responsibility	Expected time spent (%)
<p>1. Working within the qualification you have, take responsibility for the delivery of tennis sessions under the direction of a lead coach, providing information to the coach regarding the continuous evaluation of the participants performance.</p>	90%
<p>2. Out-with the regular coached sessions, assist with lesson planning, undertake any compliance training, and complete other non-coaching tasks (i.e, such as team meetings and emails).</p>	10%

RESPONSIBILITY FOR RESOURCES	
Responsibility for staff:	No direct reports
Salary bill for all staff reporting:	Nil
Responsibility for finance and level of financial control:	No budget responsibility
Responsibility for Physical Resource:	Ensure the venue and equipment is clean, tidy and in good working order. You will be trained in the set up and use of relevant equipment.
Responsibility for Data and Information:	Access to and responsibility for the safeguarding of customer data including age and medical conditions of all participants.

GUIDELINES AND EXPECTATIONS

Authorities & Limitations

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- Use your professional knowledge and experience to deliver sessions as guided by the lead coach.
- Coach within the limitations as defined by your level of qualification.
- Adhere to the sports coaching timetable, and plan and prepare in advance as necessary.
- Be punctual and ensure lessons run to the allocated time.
- Attend ongoing CPD as agreed by your line manager.
- Ensure you keep up to date with changes and developments in coaching best practice.
- Adhere to relevant industry legislation and organisational policies and procedures in line with organisational guidelines, and best professional practice.

Communication & Representing the Organisation

- Coach people of differing abilities, stages, and ages.
- Working directly with both participants and colleagues be friendly, welcoming, and helpful in your manner.
- Adapt your communication style to ensure you are easily understood.
- Deliver great customer service.
- Respect the needs and aspirations of each participant through the creation of a safe, fun, and nurturing environment for participants to learn and reach their potential.
- Make recommendations when to progress participants through the programme and engage in feedback to participants and the lead coach in a sensitive and diplomatic manner.
- Communicate openly with your venue management team to ensure information is shared in a timely manner.
- Adopt a variety of communication methods when interacting with participants, such as sign language, body language, singing and use of visual aids and props.
- Work in professional manner, in line with Edinburgh Leisure Standards for Coaches, while acting as a role model for customers.
- Ensure registers and records are maintained accurately.
- Work with participants, and a range of others such as coaches, other coaching assistants, colleagues, volunteers, teachers, youth workers and health professionals to ensure the experience is the very best it can be.

Safeguarding Our Customers

- Take an active role in the safety of yourself, your colleagues, the facility, and customers.
- Don't interfere with any equipment designed to preserve life.
- Act to fix or report any potential hazards.
- Ensure equipment is inspected and fit-for-purpose and always remains tidy.
- Ensure the culture and environment is designed to meet the welfare needs.
- Put the participant's development central to the activity.
- Demonstrate lawfulness, tact and discretion when handling participant data.
- You are expected to understand and fulfil your role (following training) in:
 - Edinburgh Leisure's core compliance training and other mandatory training requirements
 - NGB code of conduct
 - Edinburgh Leisure's Health and Safety policy
 - Edinburgh Leisure's Child Protection policy
 - Your venue's Emergency Action Plan (EAP)
 - The venue's Normal Operating Plan (NOP)

Problem Solving

- Keep up to date with changes to rules and/or best practices in your sport to enable you to prepare for those under your supervision.
- Use your skills and knowledge to continually assess the skills and abilities of participants to ensure that they are in the appropriate class and are progressing through the coaching skills frameworks.

- Apply different approaches to help participants learn each skill, work out and tailor an approach that suits the individual.

Impact on the Organisation

Deliver quality, entertaining coaching practices that enables participants to progress through the skills frameworks, and which also provides a great customer experience that encourages participants to remain in the programme and continue an active lifestyle/

JOB DEMANDS

Physical	Most of time will be spent on your feet, so a reasonable level of fitness is required. You will also be required on occasion to demonstrate the correct technique and use of equipment. You will participate in regular staff training to ensure essential skills are maintained, such as moving and handling equipment.
Mental	You will engage with all participants in your class with enthusiasm and share your passion for sport. You will constantly be monitoring performance and assessing against required performance standards. You should always remain alert to be able to respond quickly and effectively whilst teaching, adapting your approach to get the best out of each participant. Be aware of time to ensure classes do not overrun.
Emotional	You will respond to emergency situations appropriately whilst on duty. You need to be able to deal with a range of emotional responses from participant and customers, from high excitement to a lack of confidence or a disgruntled customer. You may encounter customers and participants who are more challenging, and you need to be able to deal with these behaviours and a calm and professional manner.
Environmental	Our venues are busy places and range between warm and humid pools, and cold sports halls. There may be travel required between different Edinburgh leisure venues (e.g. participation at an event).

PERSON SPECIFICATION

Factor	Essential	Desirable: (Fully Competent)
Qualifications and Attainments	General LTA Assistant Level 1	General First Aid Child Protection
Knowledge and Experience	Experience of working in a team environment. Knowledge of coaching processes and experience of delivering in a sports or community setting.	Work with others in planning coached sessions and reviewing success. Experience in delivering sport and physical activity to children and young people.

	<p>Ability to use technical equipment and follow instructions.</p> <p>Knowledge of any industry legislation and guidance relevant to your sport.</p> <p>Experience of managing the needs of participant behaviours.</p> <p>Experience of preparing safe activity areas and setting up, dismantle and storing equipment.</p> <p>Knowledge of monitoring and reviewing effective coaching activities.</p>	<p>Experience of working with the public to deliver a high level of customer service.</p>
Additional Requirements:	Refer to 'Everyone' Essentials behaviours	
ESSENTIALS Behaviour Standards	Leadership by EVERYONE	
DISCLOSURE/PVG REQUIREMENTS		
PVG Scheme Record or Scheme Record Update - Children		

I have read and understand this job description and I am clear about what is expected of me in this job.

Signed

Date

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