

Tennis Coach JOB DESCRIPTION

BACKGROUND

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:

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

JOB PURPOSE

Deliver a range of tennis classes to our customers in a safe, fun environment to and ensure great customer service and develop their skills.

KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
<p>1. Delivery of tennis classes/activities.</p> <ul style="list-style-type: none"> ○ Coach participants using a thorough assessment of their individual needs and ability, encourage performance and progression to maximise their potential and enjoyment of the session. ○ Provide ongoing feedback to participants and parent or guardian using the appropriate means. ○ Work with, and provide support to other coaches when working together, ensuring assistant coaches are utilised effectively and that they receive feedback on their performance. ○ Participate in any special events e.g. outreach activities, or annual events 	80%
<p>2. Coaching programme administration.</p> <ul style="list-style-type: none"> ○ Keep accurate records of all participants including class registers, and participant progress and development. ○ Create coaching activity session plans to ensure you are prepared for each session. ○ Review class performance and engagement to ensure consistency and quality standards are maintained. ○ Lead the preparation and organisation for your classes' participation in the Annual EL sports events calendar. ○ Ensure resources are in place e.g. staffing and/or equipment. 	20%

RESPONSIBILITY FOR RESOURCES

Responsibility for staff:	No direct reports
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Salary bill for all staff reporting:	Nil
Responsibility for finance and level of financial control:	No budget responsibility
Responsibility for Physical Resource:	Check all coaching equipment daily prior to use and report faults and makes recommendations for purchase or replacement. You will be trained in the set up and use of relevant equipment, phone, radio, and PC devices.
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
<ul style="list-style-type: none"> You are required to deliver your coaching schedule in collaboration with your sports co-ordinator. Most of your coaching timetable is planned however you may need to respond to unforeseen problems. This may require a decision to be taken to cancel classes, arrange for alternative cover, or the redistribution of coaches on shift. Class delivery should meet the requirements of Edinburgh Leisure standards i.e., you follow pre-planned scheme of work. You must ensure that participants achieve each ability class criteria; you are expected to use your professional skill and knowledge to help them achieve this. You will be responsible for any coach or volunteer working with you during each class and may be responsible for their utilisation throughout the duration of their shift.

Communication & Representing the Organisation
<ul style="list-style-type: none"> You will be required to coach several people of differing abilities, stages, and ages. Working directly with both customers and colleagues you should be friendly, welcoming, and helpful in your manner. You should be able to adapt your communication style to ensure you are easily understood. You are required to keep accurate written records of your classes, compiling class registers and individual performance notes. Record participants progress including achievement of awards on coaching databases (MRM, Learn2) You should make recommendations when to progress participants through the programme and engage in regular feedback to participants and parents. Giving feedback can be challenging sometimes therefore a sensitive and diplomatic approach is required. You should always communicate openly with your venue management team to ensure information is shared in a timely manner and deliver great customer service. Working in your team you should plan and prepare a scheme of work for the term. You are expected to contribute your ideas and suggestions to maximise progression, consistency, and customer experience for each term. You will need to adopt a variety of communication methods when interacting with participants, be it through sign language, body language, singing and use of visual aids and props.

Safeguarding Our Customers
Take an active role in the safety of yourself, your team, the facility, and customers. Do not interfere with any equipment designed to preserve life. Take action to fix or report any potential hazard.

You are expected to understand and fulfil your role (following training) in:

- National Governing Body of Sports Code of Conduct
- Edinburgh Leisure's Health and Safety policy
- Edinburgh Leisure's Child Protection policy
- Your venue's Emergency Action Plan (EAP)
- Your venue's Normal Operating Plan (NOP)

When coaching you must always remain safe:

- Position yourself while coaching so that you can see all participants throughout the class.
- Never leave participants unsupervised
- Equipment used for classes must always remain tidy to prevent trip hazards, and always ensure safe use.

When working with an assistant you should ensure they are working safely whilst assisting the classes.

Problem Solving

- It is important for every coach to keep up to date of any changes to rules and/or best practices to benefit your own development. You must attend ongoing CPD as agreed by your line manager.
- Using your skills and knowledge you need to continually assess the skills and abilities of participants to ensure that they are in the appropriate class and are progressing.
- You will assess participants on awards as required.
- You will have to respond to, and deal with issues that may occur. You are expected to resolve these matters wherever possible but have access to your line manager for escalation or further advice.

Impact on the Organisation

A great coach will deliver an engaging and quality experience to all participants, this will enable and motivate them to progress in classes and remain within our coaching programme. The success of the coaching programme is reliant on high quality, safe coaching standards. Therefore, you are responsible for providing a first-class customer experience.

JOB DEMANDS

Physical	Most of the time will be spent on your feet in a sports hall/pitch, 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 must also participate in regular staff training to ensure essential skills are maintained, such as moving and handling equipment.
Mental	You are expected to engage with all participants in your class with enthusiasm and share your passion for Sport. You should always remain alert to be able to respond quickly and effectively whilst coaching. You should be aware of time to ensure classes do not overrun.
Emotional	You will be required to respond to any emergency situations appropriately whilst on duty. You need to be able to deal with a range of emotional response from participants, from high excitement though to a lack of confidence. You need to be able to adapt your approach to get the best out of each participant.
Environmental	Our venues are busy places and can often be noisy.

PERSON SPECIFICATION

Factor	Essential	Desirable: (Fully Competent)
Qualifications and Attainments:	General LTA Tennis Instructor Level 2	General First Aid Child Protection
Knowledge and Experience	<p>Experience of working in a team environment.</p> <p>Knowledge of coaching processes and experience of delivering in a sports or community setting.</p> <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>Work with others in planning coached sessions and reviewing success.</p> <p>Experience in delivering sport and physical activity to children and young people.</p> <p>Experience of working with the public to deliver a high level of customer service.</p>
Additional Requirements	Maintain regular CPD and attendance at training to ensure competence and compliance with NGB standards.	
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