



Job Outline: Tennis Coach

Salary Grade 11

1. The Company

Edinburgh Leisure is Edinburgh's biggest provider of Leisure Services, welcoming over 4 million customer visitors a year to our 30 venues across the City. We have a total income of around £25m and as a Not For Profit company, we proudly spend every penny of that on providing and developing our great range of services to make Edinburgh a healthier place.

2. The Job

As a tennis coach you are responsible for delivering tennis lessons and coaching services to children from the age of 3 years – right through to adults. It's all about the customer and providing them with a fantastic experience so that they have great fun, develop their game and continue to come back again and again.

3. The Team

- *Leisure Manager*
- *Duty Manager's*
- *Tennis Development Manager*
- *Head Tennis Coach*
- *Supervisor's*
- *Receptionists*
- *Leisure Attendants*
- *Gym Instructors*
- *Soft play Assistants*

4. Your Ability – Key Skills and Qualifications

For this role you must be able to demonstrate the following key skills:

- Numeracy – able to count
- Literacy – able to read, interpret and understand written documents
- Computing - able to use a pc in general
- Communication - able to build rapport with all customers, assess their needs and communicate to groups of customers in a coaching environment
- Ability to learn how to use technical systems (e.g. Point of Sale system, PA systems, 2-way radios, photocopier, phones/switchboards, music system,)

- Coaching experience – a minimum of 12 months experience of coaching tennis

You will be expected to have the following qualifications while in the role

Essential:

LTA coach qualification, a minimum requirement of UKCC level 2 or above along with an up to date LTA licence

Desirable:

UKCC level 3, First Aid

5. What the job involves

Full training and induction will be given, and there will be regular ongoing training to support you in the role. Once trained, we will expect you to deliver the following:

Delivery of Customer Service

Meet and greet

- Acknowledge every person who comes into your venue with a smile and welcome
- Interact with your customers in a positive and helpful manner
- Show customers around your venue

Service Delivery

- To coach tennis to customers of all ages and varying abilities, ensuring that the standard meets the required standard of the National Governing Body
- To engage with customers before and after lessons to answer questions or discuss progression of themselves or their children
- To feedback relevant information and deal with customer enquiries and issues which may arise
- To make appropriate decisions with regard to the ability levels of pupils
- To ensure that equipment is set up, maintained and stored in a safe manner
- To assist the head coach / development staff in the development of the tennis programme at Craiglockhart and across the city
- Contribute towards the running of tennis events within the centre
- To take responsibility for day to day and planned administrative duties including rebooking, level recommendation forms and quality coaching cards
- At all times be proactive to resolve any issues, making sure areas are clean and set up correctly
- Support your team by taking part in outreach work out with the venue

Health & Safety

- Take an active role in the safety of yourself, your team, the facility and customers. Take action to fix or report any potential hazard.

- Employees are expected to co-operate with Edinburgh Leisure to enable it to carry out its health and safety duties and responsibilities
- Understand and fulfil your role (following training) in:
 - 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)
- Ensure that the area used for coaching is clean, tidy and presentable

Provision of Information

- Keep up to date with your venue and Edinburgh Leisure products, activities and campaigns
- Respond to customer enquiries – in person and over the phone
- Respond to customer complaints or suggestions and if you are not able to resolve them refer them to the correct person
- Update and share information with colleagues and customers
- Operate equipment such as switchboard, 2-way radios and customer PA system

Sales

- Promote and encourage memberships and Leisure Cards to your customers by delivering great customer service, by developing customer enquiries into customer sales.
- Promote and sell Edinburgh Leisure activities and merchandise
- Ensure all customers that you are coaching are aware of the holiday activities / next coaching courses relevant to their sport

Other

- Follow Edinburgh Leisure's procedures (e.g. rebooking systems, HR policies, personal presentation)
- Contribute to the continuous improvement of your venue's performance and ways to improve customer service
- Continue to develop yourself by attending regular training and completing an annual personal development plan
- To attend relevant meetings as required by the centre
- To attend weekly staff training and other training as required by the tennis team
- To deliver training to other staff if suitably qualified and experienced to do so
- To guide and support the development of other coaches and assistants

6. Behaviour

Communication:

- Actively listens carefully and asks questions to check understanding
- Speaks to customers and colleagues in a friendly, welcoming, positive, caring and helpful manner
- Completes forms neatly, accurately and promptly

- Responds to enquiries and gives clear and accurate advice to customers
- Responds to verbal complaints in a positive way
- Communicates the features and benefits of EL services and products to customers

Teamwork:

- Makes an effort to get on with others
- Knows what their team aims to achieve, their role and the part they play
- Takes an active and positive part in the activities of the team
- Contributes ideas for improvements & developments to the working of the team
- Positively represents Edinburgh Leisure when problems arise
- Supports people in difficult situations and if things go wrong
- Works cooperatively in teams, sharing information and good practice

Problem Solving & Decision Making:

- Follows procedures and uses some flexibility to interpret them to deliver great customer service
- Understands and considers the effect of their decisions
- Asks others for advice and guidance when it is appropriate to do so
- Identifies problems at an early stage
- Suggests solutions to resolve problems

Creativity & Innovation

- Contributes ideas and suggestions for improving and developing customer services
- Is open to do things a new way
- Always looks for new and different ways to do things better
- Displays an enthusiastic approach
- Involves, consults and listens to others and customers

Achievement

- Provides great customer service while getting the job done
- Puts in extra effort to exceed expectations
- Organises own time effectively so that work is completed to deadlines and agreed standards of service

Development

- Is proactive in developing own performance
- Supports the development of others
- Proactively seeks feedback on their performance
- Values and responds positively to feedback and learns from experience

7. Our Culture

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

8. Demands:

Physical Demands:

This role requires a good level of general fitness as you will be working on the tennis courts for 80% of your working week. This will involve delivering warm ups, running, playing tennis and demonstrating technique. You will also be required to set up your own work area which will involve lifting and moving of equipment.

Mental Demands:

This role requires alertness as you are expected to meet and greet all customers to the venue with enthusiasm. You need to be able to respond quickly and effectively in all your duties, being aware of time and the need to complete tasks on schedule.

Emotional Demands:

This role involves working with the public, often as the first point of contact. The vast majority of our customers are happy to be there and a delight to serve. There are some people who will be more challenging and you need to be able to deal with more challenging behaviour in a calm and professional manner.

Environmental Demands:

This works with a number of different roles to help deliver a great experience for our customers. The environment can be busy and noisy, especially when there are large groups. In some venues, you may need to work by yourself (referred to as lone working). You won't get time to be bored

9. PVG

This post has been assessed to require a PVG Scheme Record or Scheme Record Update for the post holder, under the following justification:

The duties of this post involve regulated work with children as defined in the Protection of Vulnerable Groups (Scotland) Act 2007 Schedule 2, Part 1 and Part 2 (4).

Teaching, instructing, training or supervising children

4 Teaching, instructing, training or supervising children (except teaching, instructing, or training children which is merely incidental to teaching, instructing, or training individuals who are not children).

Work	Work With	What Do / Service	Normal Duties	Exception 1	Exception 2
Yes	Children	Activities	Yes	Supervise, Teach, Instruct	Not incidental