



HR use only

Evaluation Date	
Grade	

JOB DESCRIPTION

Job Title:	Assistant Performance Diving Coach	Reports to:	Diving Development Officer
Department:	Operations	Location:	Venue
Work Pattern:	Full time, shifts	Contract Status:	Fixed Term (3 years)

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

Passionately lead, develop and motivate your team to deliver a high quality, progressive and exciting performance diving programme. You are expected to develop and grow the performance diving programme (squads) and the Talent Identification programme to maximise participation and ensure an exceptional customer experience. You will demonstrate the highest standard of coaching delivery, acting as a mentor and role model to your team.

KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
1. Lead and develop your staff team to deliver an effective service to our customers, through: <ul style="list-style-type: none"> a. Regular meetings to provide them with appropriate support, guidance and feedback so that they can do their jobs effectively 	30%

<ul style="list-style-type: none"> b. Manage the resources in your department including rotas, annual leave allocation, sickness absence and performance management. c. Recruitment, induction and ongoing staff training d. Design and run a CPD (continuous professional development) programme for dive coaches to improve the delivery standard of the team <p>2. Coordinate and deliver an annual programme of Talent ID for schools:</p> <ul style="list-style-type: none"> a) Communicate with local schools to timetable each new intake and ensure a smooth process b) Deliver fitness assessments in each school, inviting selected pupils to the pool for further assessment and then select the best performers for the programme c) Deliver the TID coaching sessions d) Organise and deliver an annual Talent ID event in October each year <p>3. Lead and develop the diving squad programme</p> <ul style="list-style-type: none"> a) Review the performance to ensure occupancy targets are achieved b) Work with other coaches/coordinators and observe recreational lessons to identify talent that can be progressed to squads to grow the programme c) Coaching allocated squad sessions each week <p>4. Plan and prepare training sessions for National standard Divers</p> <ul style="list-style-type: none"> a) Provide cover for athlete training when the Dive Development Officer is on leave or at events b) Complete evaluations with National standard athletes c) Develop dryland training sessions promoting long term athlete development 	<p>30%</p> <p>30%</p> <p>10%</p>
---	----------------------------------

RESPONSIBILITY FOR RESOURCES	
Responsibility for staff:	An allocation of dive coaches, approx. 4-6
Salary bill for all staff reporting:	£tbc
Responsibility for finance and level of financial control:	Ensure that squad and performance customers' accounts are settled and following EL booking and payment procedures
Responsibility for Physical Resource:	iPads, PC's, TIVO, office phones

	Make recommendations for purchase of equipment to enhance / maintain the dive programme
Responsibility for Data and Information:	Knowledge of our product range, pricing structures and payment methods. Sensitive personal staff data Customer confidential information that needs to be handled in line with the Data Protection Act.

GUIDELINES AND EXPECTATIONS

Authorities & Limitations

You will ensure your team are knowledgeable about the range of products and services we offer; this might include delivery of staff training or briefing the team on changes within the range of current products or how we operate

You will prepare rotas to ensure sufficient staffing is in place to deliver the programme, this will include monitoring the additional hour's budget and knowing when it is appropriate to spend or allocate resource.

You are expected to lead and develop your team, making appropriate decisions regarding development opportunities such as courses, qualifications, job shadowing etc.

You will train and develop your team so that they are able to correctly identify their needs and effectively ensure that they are dealt with in the appropriate manner using EL's enquiry journey process.

Act to build up and maintain knowledge of EL's systems and processes relating to the dive programme

Monitor all aspects of the performance dive programme, making recommendations on areas to improve performance or service, and implementing as approved

Communication & Representing the Organisation

You'll make sure that our customers feel like our number one priority as you respond to a wide variety of service needs. You'll deliver and monitor service standards to ensure exceptional service to each customer.

In our fast-paced and challenging Customer Service environment, we will need you to:

- Work closely with the Diving Development Officer, to implement National plans within the diving framework and achieve workplan objectives set out for you to develop the performance programme at a local level

- Demonstrate a thorough understanding of Edinburgh Leisure products and services so that you can quickly respond to customer enquiries
- Liaise with the relevant partners to coordinate the Talent Identification programme, this will include making use of e mail, letters and timetabling so that everyone is aware of arrangements
- Conduct regular parent's evenings and feedback sessions with customers and parents
- Have a strong, confident communication style, you will need to deal with sensitive situations such as advise parents why their child is not progressing as quickly as they want and provide athletes with feedback about where they need to improve
- You need to be resilient and able to handle the situation when a customer (parent or athlete) disagrees with your decision or view
- Confidently present your ideas on proposals for programme development
- Implement, trial and review new initiatives to progress and develop the programme and service
- Deliver presentations to new customers about to commence diving or join the Talent ID programme
- Deliver regular CPD sessions to coaches, encouraging questions and debate on important topics
- Communicate regularly and closely with the Dive Coordinator, ensuring that both programmes link together and that performance feedback regarding coaches delivering in both areas is considered
- Accurately record information such as athlete movers, coach allocations and performance reviews
- Role model outstanding customer service skills
- You will walk the floor, ensuring that both the diving pool and dry dive are well presented, clean and tidy
- Meet with Edinburgh Leisure colleagues (marketing, PR etc.) and Scottish swimming as required
- Prepare and analyses performance reports, reporting on KPIs and proposing changes
- Represent Edinburgh Leisure by taking an active involvement in Edinburgh Diving Club, working together to strengthen the partnership and achieve results through competition. Act as the key liaison for the club

Safeguarding Our Customers

Take an active role in the safety of yourself and your colleagues in the work place. Act to fix or report any potential hazard.

You must understand and fulfil your role (following training) in:

- Edinburgh Leisure's Health & Safety policy
- Edinburgh Leisure's Child Protection policy
- Your venue's Emergency Action Plan
- Your venue's Normal Operating Plan
- Scottish Swimming code of conduct
- Ongoing CPD to advance your knowledge

You are responsible for handling customer data in line with the data protection policy. You will be required to ensure that all customers are aware of any compliance, health and safety measures that may impact on their booking with us.

Problem Solving

Your role is to resolve any issues that arise which prevent you from delivering the highest quality of coaching programme, this will include a variety of scenarios ranging from customer and staffing issues to administration and performance concerns. Support can be sought from the diving Development Officer.

You may on occasion be required to assist your team, offer guidance and support when an immediate solution isn't always known. You'll use your knowledge of the site and EL procedures to ensure enquiries are resolved.

You will have to deal with customer complaints and need to be able to empathise with the customer, diffuse any potential conflict and help identify the right course of action. This could be escalating the issue to a line manager, or dealing with the issue directly.

You need to be able to respond quickly and flexibly to customer or service issues, identify trends or recurring problems.

Identify development needs for your team so that they are continuously developing and providing a first-class service to our customers

Oversee the performance of the programme, ensuring that divers move into squads at the right time and are in the correct level of squad, taking corrective action when required

Manage your staffing resources so that all programmes are staffed always and any breakdown in service is avoided, this will involve covering annual leave, sickness and proposing staffing changes as required

Manage the performance of your team to ensure you have a highly motivated

enthusiastic team, this may involve dealing with staffing matters, interpersonal conflict and ensuring fairness is promoted throughout

Impact On Organization

Lead your team to ensure that customer needs are met and we consistently deliver excellent customer service and grow the number of squad/TID divers and whilst improving the quality of the programme.

You will promote the performance programme and grow the TID programme by delivering more each year and then signposting into the squads after 1 year

This is a high-profile role, with delegated responsibility for coaching the best divers in Scotland when the Diving Development Officer is at events or conducting National duties

You will be required to take part in media activity in the lead up and after events and to profile Edinburgh Leisure's programme as one of the best in the UK

As part of the EL Performance Diving team and through the delivery of your role, you will contribute towards achieving the strategic objectives set out for diving within the Scottish Swimming Performance Plan

JOB DEMANDS

Physical

You will be active in and around the venue, meeting customers, coaching divers, and will be standing for long periods of time. You should be physically fit and comfortable working in a warm environment for long periods. You will be expected to support gymnastics skills and somersaults in dryland as well as able to rig divers in the overhead harness. You should be a confident swimmer and able to achieve and maintain a National Pool Lifeguard Qualification

The role will involve working unsociable hours and taking a flexible approach to working hours which may need to change at short notice or involve attending events as required

Mental

This role requires alertness and professionalism as you need to be expected to respond to all people and situations appropriately. You will need to be able to manage many different things going on at the same time and have a strong eye for detail, being able to effectively complete administration tasks on time and to a very high standard


You will need strong analytical skills and be able to maintain focus when working with your athletes

Emotional

You will need to be able to effectively handle different people and

	<p>read their body language and understand their needs. 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.</p> <p>You will be expected to respond to emergency situations in line with the EAP in your site.</p>
Environmental	<p>You will be based in a busy venue working at times to suit the business needs. You will coach from both poolside and the dry dive, this can be a noisy, hot and busy environment. Travel will be required within Edinburgh Leisure facilities, to local primary schools and to events, some of which can be for a week or longer</p>

PERSON SPECIFICATION

Factor	Essential	Desirable
Qualifications and Attainments:	<p>UKCC Level 2 Dive Coach / ASA teacher of diving</p> <p>Current RLSS UK NPLQ</p> <p>UK driving licence</p>	<p>UKCC level 3 Dive Coach UKCC /ASA Tutor</p> <p>Qualifications in other relevant disciplines such as gymnastics, swimming, trampolining</p> <p>Qualifications in sports coaching or development</p>
Knowledge and Experience:	<p>Previous experience of coaching diving to National standard athletes</p> <p>Previous experience of leading and motivating a team</p> <p>Strong administrative and IT skills, specifically Microsoft office packages</p> <p>Ability to rig divers in a dry and /or wet harness</p>	<p>Experience of working within a customer service environment.</p> <p>Previous experience of coordinating and delivering a Talent ID programme</p>
Additional Requirements (e.g. competencies):	 <p>Leadership by Everyone & Supervisor</p>	

DISCLOSURE/PVG REQUIREMENTS

Basic Level of Disclosure

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

Signed **Date**