

Role Profile

Job family	Community Engagement	Role profile number	CEO8-0355	Grade H
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Job purpose: Assist customers / visitors to utilise a facility or service, providing advice and information.

Grade H posts will be required to undertake research and analyse information to provide recommendations to both internal and external stakeholders. Grade H posts are higher in 'Contacts & Relationships' and 'Creativity & Innovation' with increased impact from decisions made compared with grade G posts. This level of post is common across the organisation as an entry level post within the field where postholders will be working towards a relevant professional qualification.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues / volunteers to ensure whole team achievements are met. May be required to project manage a team or specialist staff across service areas and external partners.
Indicative qualifications	HNC or equivalent experience/skills. ITQ 2 or equivalent skill and ability. Working towards relevant professional qualification.
Knowledge and Skills	High level of relevant and practical experience acquired on the job. An advanced understanding of relevant procedures and working practices. Advanced knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems Good communication and interpersonal skills. Good customer service skills with experience of resolving customer enquires in the relation to the service area. Experience of working with the public in a customer facing / contract role. Relevant practical experience working as part of team to meet service standards, targets and deadlines Proven ability to organise and prioritise workloads and achieve deadlines. Good planning and organisational skills, with proven ability to use initiative, prioritise workloads and achieve deadlines Good Literacy and numeracy skills Proven experience in the competent and safe use of complex equipment relevant to the role.
Creativity and Innovation	Work on own initiative to manage own activities and contribute to longer term activities / plans. Creativity and problem solving is a feature of the job, exercised within general guidelines of the service area. Provide an effective and professional service to customers / visitors to enable them to access and utilise services, resources, facilities and / or information safely and securely. Provide advice to customers / visitors concerning the service(s) available. Keep up to date with developments in area of responsibility. Receive, discuss and resolve customer queries and complaints. If necessary, refer complex or serious issues. Support and develop volunteers as required Contribute to the delivery of projects as part of a project team. Support improvements in own area through recommending improvements in procedures / process Create documents and other materials to support / promote the service area Monitor and report on service standards / budgets as required, within own service area. Assist with the preparation and submission of bids for short and long term funding / income.
Contacts and Relationships	Providing more specialist / professional advice and guidance where the situation and outcome are not straightforward or well established. Involves supporting or guiding colleagues / customers / stakeholders on issues relevant to the service area.

	<p>Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Be first point of contact on a range of queries from customers, visitors, volunteers. Will be dealing with challenging situations where influence could be required.</p> <p>Regular contacts will include: colleagues, managers, partners, customers, volunteers, members of the public, and stakeholders.</p> <p>Co-operate with and support colleagues, supervisors and where relevant volunteers</p>
Decisions – Discretion & Consequences	<p>Work is carried out as directed and following the framework of accessible guidelines and processes.</p> <p>Decisions are made based on a range of established practices</p> <p>The consequences of the decisions will have a material effect on the service.</p> <p>Undertake inspection and /or maintenance of site / facility /tools / equipment as required</p> <p>Monitor activities; identify and address any problems, incidents, safety or security issues within remit of role, escalating as appropriate</p> <p>Take appropriate action to ensure the security of information / items and / or the facility.</p> <p>Review own work to check for accuracy and completeness</p> <p>Support promotional events and activities as required.</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities
Work Environment	<p>Work may involve some physical effort.</p> <p>Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.</p> <p>May involve lone working and dealing with anti-social behaviour.</p>
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the seven elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Exercise to Music / Coach	
Role profile family:	Community Engagement	
Role profile number and grade:	CE08-0355	Grade H (plus 10% market plussage)
Number of posts:	Approximately 110 across all 10 Leisure Centres	
Service/Team:	Leisure Operations	
Reports to:	Specialist Manager (Fitness)	

Job Family overview

Community Engagement job family overview:

Provision of assistance, instruction and information to groups and individuals using Council services and facilities

- Facilities reception
- Provides information to the public
- Advice and support to use services, resources and community facilities
- Regular interface with public with a 'customer' emphasis
- Promotion and encouragement to use facilities/services

Service / function context

The overall responsibilities of the service/function are:

- To contribute to health improvement and reduction in health inequalities
- To increase participation in community sport and physical activity and reduce inactivity
- To develop a strong sporting infrastructure to improve the health, well-being and skills of people and communities.
- To identify opportunities that will inspire people to take part in sport, active recreation and health related activities

Job Purpose

Specific duties and responsibilities include:

- To deliver professional instruction to customers for the specialist activity, this should be progressive, fun and safe
- To maintain excellent customer focus at all times, meeting customer expectations and therefore ensuring repeat business. This will include being available to the customers both before and after the sessions to answer queries, motivate and guide customers (this is accepted as an essential part of the delivery of the session).
- To creatively plan the sessions to ensure they meet all the guidance / industry standards whilst maintaining interest and delivering the benefits to all the customers to ensure income / retention targets are met
- To prepare area and ensure equipment is set up to required standard in line with Health & Safety Guidelines (this is accepted as an essential part of the delivery of the session).
- To liaise with the Line manager (Duty Manager for immediate issues) key holder with regard to all Health and Safety / Customer issues.
- To follow the Normal Operating Procedures / Emergency Action Plan and the set guidance from the specific Governing Body / Qualification
- Be fully responsible for the customers during the duration of the class, ensuring that appropriate screening of customers is carried out and customers are safe to participate and maintain records of attendance
- Liaise with Line Manager in order to develop the opportunities to increase participation, maintain standards of customer care and Health and Safety.
- Responsible for ensuring that the coaching qualification / affiliation is maintained / updated in line with the Governing Body. Through achieving the required Continuous Professional Development points and holding appropriate Insurance.
- Coaches basic pay is calculated on the duration of the session only. Planning of lessons, preparation and liaison with customers is carried out as part of the session rate.
- As and when required, provide support to key holder team in other areas of Centre operations i.e. reception, catering, children's activities, set ups etc.
- Attend training as required for the duties of the post
- Able to adapt shift patterns to meet the needs of the service.
- Prepared to work at any of the in-house centres to assist in short term cover requirements
- Patterns of work will be agreed with your line manager to meet the service requirements and the needs of the area. To meet the operational needs of the service there may be a requirement for you to work on a Public or Bank holiday for which you will be receive payment at the appropriate rate. Your line manager will advise you of these requirements

Specific requirements for this post:

- Requirement to wear a uniform

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Must have a valid qualification recognised by the Governing/professional body/qualification in specialist activity.
- Comprehensive knowledge and understanding of the Centre's Normal Operating Procedures and Emergency action Plan
- Knowledge of current relevant legislation and guidance in relation to working with, and the safeguarding of children and vulnerable adults
- Good knowledge and understanding of general Health and Safety policies and able to act upon them
- Under pinning knowledge of sports coaching principles and procedures
- Wide knowledge of Health and Fitness Industry
- Experience of working in the specific field delivering.
- Excellent class organisational skills and able to coach mixed abilities
- Motivational skills to engage and encourage customers to maintain / extend the level of exercise.

Desirable

- Minimum REP's Registered Level 2.
- Qualified to appropriate industry level/standard to cover various Health and Fitness related classes

Career graded posts (where applicable)

Please list the posts that form part of this career grade structure:

Supporting information

Driving classification	
<p>Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input checked="" type="checkbox"/>
<p>Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.</p>	<input type="checkbox"/>
<p>Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p> <p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	<input type="checkbox"/>

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
<p>Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.</p> <p>If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.</p>			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party.	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input checked="" type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding

<p>For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input type="checkbox"/>
<p>For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p>	<input type="checkbox"/>
<p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input checked="" type="checkbox"/>