

ROLE PROFILE

Job family	Community Engagement	Role profile number	CEO6-1140	Grade F
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Job purpose: Assist customers / visitors to utilise a facility or service, providing advice and information.

Grade F posts are higher in 'Contacts & Relationships' and 'Consequences' with the requirement to provide advice and guidance on less well established situations where decisions are made based on a range of established solutions which have a material impact on the work of the team or service area. Posts at this level are also higher in 'Work Demands' with the requirement to manage competing demands and work priorities.

Factor	Relevant Job Information
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues and volunteers.
Indicative qualifications	A levels / National Diploma or equivalent experience/skills. ITQ 2 or equivalent skill and ability Licence / certificate / qualification required for the role.
Knowledge and Skills	Relevant and practical experience acquired through on-the-job experience. A thorough understanding of relevant procedures and working practices. Good verbal and interpersonal skills. Confident and experienced when working with the public. Demonstrates interest and initiative in the products / services being delivered. Works calmly, effectively and accurately , even when under pressure Literacy and numeracy skills. Ability to use work specific equipment and materials competently and awareness of the relevant safety requirements for these ICT skills including use of Microsoft applications.
Creativity and Innovation	Work on own initiative to manage own activities, Creativity may be required when dealing with minor problem solving / responding to enquiries from customer / visitors but still working within specific guidelines and procedures Provide a direct and responsive service to customers / visitors. Help them to use the facility / services. Complete a range of routine support activities to defined deadlines. Make the facility available for use. Check equipment and make any necessary adjustments. Set out items as required. Support volunteers as required. Gather, record and provide information, using the appropriate systems. Check for accuracy and validity. Raise potential issues /errors.
Contacts and Relationships	Provide advice and guidance where information is less well established and where situations may not be straightforward. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from customers / visitors / volunteers, may be dealing with challenging situations where influence could be required. Regular contacts will include: colleagues, volunteers, customers, members of the public, and stakeholders.
Decisions – Discretion & Consequences	Work is carried out following the framework of accessible guidelines and processes. Decisions are made based on a range of established practices. The consequences of the decisions will have a material effect on the service. Undertake inspection and /or maintenance of site / facility /tools / equipment as required. Monitor activities; identify and address any problems, incidents, and safety or security issues within remit of role, escalating as appropriate. Take appropriate action to ensure the security of information / items and / or the facility.
Resources	May require accurate handling and security of tools, equipment and cash. May be a key holder.

Work Demands	Work subject to interruptions and at times may be competing demands of work priorities
Work Environment	Work may involve some physical effort. Work potentially involving some risks due to nature of activities being provided and / or environment. May involve lone working and dealing with anti-social behaviour.
Our Identity	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. All of us are expected to demonstrate the 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
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:	Coaching Assistant Level 1 (Qualified)	
Role profile family:	Community Engagement	
Role profile number and grade:	CE06-1140	Grade F
Number of posts:	10 across 10 leisure Centres	
Service/Team:	Leisure Operations	
Reports to:	Specialist Manager (Aquatics when operating in the Pool aspects, or Leisure Centre Operations when in other sports areas)	

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

To undertake educationally structured coaching, up to a level deemed appropriate to their qualification and supervised by a level 2 Coach or equivalent where appropriate. The jobholder may coach any one or more of a variety of sports in line with the Qualification held.

The job holder will be responsible for leading specific sections of the coaching session and be assigned a group of participants that they will take responsibility for.

Specific duties and responsibilities include:

- To support the Level 2 Coach with the creative planning of sessions to ensure they meet all the guidance/industry standards whilst maintaining interest and delivering the benefits to all customers to ensure income/retention targets.
- To lead any activities safely and professionally working under the direction of the Head Coach and operating in line with any sports development guidance given and the NGB qualification. The post holder will be delegated specific aspects of the coaching sessions to develop and deliver i.e. the warm up, or a specific skill. This needs to be relevant to the session, enjoyable and safe.
- Completion of admin systems relating to planning/grading and registers and support the Level 2 coach with the screening of customers, ensuring they are safe to participate. The post holder will need to register participants in and out of each session. Prior to starting a session, the coach must be aware of any medical issues, or concerns of the participants and conduct the sessions accordingly.
- To maintain excellent customer focus at all times, meeting customer expectations and therefore ensuring repeat business.
- Responsible for ensuring that the coaching qualification/ affiliation is maintained/updated in line with the National Governing Body, through achieving the required Continuous Professional Development Points and holding appropriate insurance.
- To prepare the area and ensure equipment is set up to the required standard in line with Health & Safety Guidelines.
- Ensure that if any form of manual/physical support is required, it should be provided openly.
- To immediately refer any accidents/incidents, or other issues to the Head Coach / Key holder
- Planning of lessons and preparation and liaison with customers is carried out as part of the sessional rate. The post holder will need to be available to the customers and parents both before and after the sessions to answer queries, motivate and guide customers.
- To follow NOP'S and EAP'S
- Although not an everyday occurrence, the post holder may be required to provide care to the young and vulnerable in the event of unforeseen circumstances arising e.g. parents failing to pick children up at the agreed time
- 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.
- 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 Level 1 coaching qualification recognised by the governing / professional body
- The coach will be qualified to deliver coaching in a particular sport. In order to advance the performance of participants, the coach will need a good level of experience of playing the sport themselves and the ability to deliver technical advice in terms of coaching points and techniques, as well as tactics for playing the game. They will also need advanced observational skills so that they can identify where improvements can be made and corrections given to technique.
- Awareness of safeguarding of children and vulnerable adults
- Knowledge and understanding of the Normal Operating Procedures and Emergency Action Plan
- Under pinning knowledge of sports coaching principles and procedures.
- Must have excellent class organisational skills and coaching ability
- Must have excellent communication and people skills for mixed abilities
- Physically able to carry out duties and demonstrations
- Confident and outgoing
- Act as a positive role model
- Motivational skills to engage and encourage customers

Desirable

- NGB Level 2 coaching qualification

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
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.	☒
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.	☐
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. Employees should refer to the Corporate Driving at Work policy for further information.	☐

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
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. 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.			

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.	☐
This role is not politically restricted	☒

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	☐
This role does not have any professional or occupational membership requirements	☒

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.	☒
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	☒
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	☐
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.	☐
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	☐

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	☐
This role is not subject to a BPSS check	☒

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').	☐
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).	☐
This role is not subject to a NPPV check	☒

Safeguarding	
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.	☐
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.	☐
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.	☒