



## Job Outline

### Culture and Customer Services

Job Title	Activity Instructor L2	Post Number	
Responsible to	Assistant Facility Manager		
Overall Purpose: Undertake specific classes/courses, promoting good customer relations with particular reference to the development of specialist skills, ensuring at all times compliance with the Council's Policies, Procedures and Financial Regulations.			

Principal Accountabilities	
1.	Supervision of users to enhance their enjoyment of the facility and to prevent injury, misuse or damage.
2.	General duties including setting out and dismantling of equipment.
3.	Coaching/Teaching groups and individuals in accordance with the relevant governing body methods, techniques and standards.
4.	Promotion, organisation and supervision of Sessional activities as directed, including liaison with customers as necessary to inform, develop and promote activity.
5.	Supervision of level 1 Instructors.
6.	Any duties and responsibilities appropriate to the grade and level of responsibility of the post.
**	In this role you are required to speak English with sufficient fluency to effectively perform your duties, as required by Section 42 of the Immigration Act 2016.
**	The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.



## Employee Specification

**Post Title: CSA Coach Dry**

### Essential Criteria

- Relevant coaching qualification
- Suitable to work with vulnerable adults and children
- Has technical skills for the job
- Gives the customer confidence in what they have done/said
- Treats customers with respect
- Enthuses others
- Builds rapport
- Delivers information clearly
- Provides clear direction
- Is clear, thorough and accurate
- Solves problems
- Works on own initiative
- Is non-judgemental
- Acts with integrity and honesty
- Is a team player
- Is organised
- Has self knowledge
- Takes appropriate action to improve others' performance
- Is resilient
- Embraces change and adopts a can do attitude
- Thinks ahead and takes responsibility for improvement
- An ability to fulfil all spoken aspects of the role with confidence through the medium of English.

### Desirable Criteria

- Les Mills
- Kettlercise
- Yoga/Pilates
- Circuits
- Institute of Customer Service qualification
- Manage Customer Contact
- Demonstrates genuine concerns
- Creates a culture of collaboration
- Understands the need for change
- Onsite training – internal audio and visual