



Role Profile

Post Title	Part-time Coach (Football)
Grade	AP1

Band Competencies

The behaviours needed to perform your job effectively. Competencies describe how you do your job.

All employees at this level are expected to perform their duties with a high level of professionalism. They are expected to demonstrate the qualities of flexibility, self-motivation, enthusiasm, creativity and innovation in carrying out their role.

1. Communication Skills

The postholder communicates effectively with all customers and colleagues in a concise, courteous and relevant manner, both verbally and in writing.

2. Team Working

The postholder participates fully as a member of the team. They promote team work among colleagues and assist with the development of staff within the team.

3. Time Management

The postholder uses their time effectively, achieving tasks in an efficient manner and demonstrating the ability to prioritise tasks appropriately. They comply with timescales set for duties and projects.

4. Project Management

The postholder assists in the delivery of projects. They meet set time deadlines and manage projects appropriately.

5. Customer Focus

The postholder delivers a high standard of customer care at all times. They listen to the needs of the customer and aim to meet and exceed them. They take responsibility for the levels of service provided to customers.

6. Health and Safety

The postholder demonstrates an understanding of health and safety legislation and maintains a safe and secure environment for customers and colleagues at all times. They report accidents and incidents via the correct channels in a timely manner.

7. Flexibility / Adaptability

The postholder demonstrates a flexible approach to operational duties and is willing and able to undertake tasks outside their prescribed role when requested. They display a constructive attitude towards new ideas and opinions.

8. Product Awareness

The postholder has a good understanding of the customer / market relevant to their area of operation. They understand their role in supporting the immediate and longer – term priorities of KA Leisure, and the local service.

9. Budget/Target Management

The postholder assists in meeting and exceeding targets. They support the management of performance of service delivery.

10. Decision Making

The postholder makes effective decisions based on all the information available by demonstrating the ability to identify the options in a given situation and make informed choice about which option is the most effective.

Job Specific Skills

The skills needed to perform the tasks that are specific to your job. Job Specific Skills describe what you do in your job.

Customer Focus

- Preparation and delivery of coaching sessions relevant to the age and stage of the group you are working with
- Supervision of the participants, facilities and services
- Provision of assistance to the customers
- Promote the activities and programmes available within all the company's facilities

Team Work

- Work as part of a team to ensure that adequate arrangements are in place to maintain the best possible service for customers
- Maintain regular communication with team members and customers
- Work pro-actively with all sections within the facility

Health and Safety

- Assist with the routine inspection of the building, equipment and client group to ensure that all areas are safe for use and standards are maintained
- Identify and report any defects to your line manager
- Deal with emergencies and First Aid as and when required

Equipment Set Up

- Set up and recover equipment and ensure equipment is handled within Health and Safety guidelines.

Qualifications and Training

The qualifications and training you will be expected to complete in your first year of employment with KA Leisure.

Health and Safety Overview, Child Protection Awareness, Positive Coaching Scotland, First Aid at Work, complete next level in Scottish FA children's pathway.

Post Specific Qualifications and Training

The qualifications and/or training you must have prior to working at KA Leisure necessary to undertake the duties of this post.

- Minimum 1.3 Coaching in the Game on Scottish FA Children's pathway
- Experience of working in a Customer focused environment
- Flexible in approach to working patterns.
- Experience of Cash Handling and basic IT Skills
- Must be self-motivated in carrying out all aspects of post