

JOB DESCRIPTION & PERSON SPECIFICATION

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| Company: | Doncaster Culture & Leisure Trust (DCLT) |
| Department: | Leisure |
| Job Title:  | Ice Skating Coach |
| Contract Type:  | Casual / Contract |
| Hours:  |  8 Hours per week – The candidate will be required to have a flexible approach to working hours, shifts to include days, evenings and weekends on a rota basis. |
| Responsible to:  | General Manager / Centre Manager |
| Location / Site:  | DCLT – The Dome |

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| **Purpose**The delivery, orgnaisaiton, and leading of high-quality Skating lessons which meet the guidelines to the learn to skate programme whilst ensuring lessons are safe, effective and enjoyable for all customers.**VISION**: To increase opportunities and activity in sport, leisure, and culture to improve the lifestyles of our customers and stakeholders.**MISSION:** Striving for Healthier Communities. |

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| **Duties:** To work with the DCLT leadership team to ensure the successful operation of the DCLT business and always ensuring that you demonstrate the DCLT core Values. * **Value our people.**
* **Open and honest in our dealings.**
* **Innovative and commercial.**
* **Customer focused.**
* **Enthusiastic.**

**Key Duties and Responsibilities:****Operational and Health and Safety*** Support the company ethos of Health and Safety is everyone’s responsibility.
* Carry out duties in accordance with all relevant DCLT policies and procedures, following all required Standard Operating Procedures, Emergency Action Plans & Safe Systems of Work.
* Ensure that the designated centres operate safely and complies with the requirements of the Health and Safety at Work Act and other legislation directed by Head Office.
* To take personal responsibility for all hygiene, health and safety policies and procedures.
* Create a safe and stimulating learning environment in which to motivate and encourage learners.
* To plan and deliver lessons ensuring adherence to the scheme of work and lesson plans.
* Integration of the Learn to skate and programme reward schemes into classes.
* Set clear expectations and ground rules for all participants.
* Recognition of participants’ abilities and able to give constructive feedback to allow them to improve.
* Provide age-appropriate explanations and accurately demonstrate skating techniques
* Organise lead and teach basic ice-skating skills, figure skills and ice dancing skills.
* Correct faults in swimming techniques and identify methods to improve performance.
* Provide instruction, assistance and support to all participants as required.
* Maintain expected standard as laid out by Doncaster Culture and Leisure Trust and Skate UK.
* Assist and liaise with centre management in all matters relating to the development and delivery of the learn to skate programme.
* Assess and test skaters in line with the guidance from skate Uk
* Ensure that lessons are taught in a structured, safe and enjoyable manner for all participants.
* Report deficiencies, defects, and breakdown of equipment/facilities.
* Project and maintain an image that reflects the importance and standing of Doncaster Culture and Leisure Trust to its customers and visitors. Always ensuring a high level of conduct and appearance in compliance with DCLT customer standards and area code of conducts with particular emphasis on courtesy, appearance, friendliness, honesty and helpfulness towards customers and colleagues.

**Financial and Administration*** Maintain and update daily bookings sheet as required.

**Human Resources**  * Ensure you attend associated company wide staff training
* Attend training courses relevant to the role and maintain personal CPD.
* Ensure the reporting of sickness and holidays at designated centre in accordance with DCLT procedures and in conjunction with HR.
* Please wherever possible assist in covering your classes as persistent cancellations, due to the above, may also result in class removal. Please ensure necessary cover is authorised by your line manager.
* Ensure you clock in / out as per DCLT procedures. Failure to clock in or out will result in a deduction of pay.

**Head Office Practices*** Assist and liaise with the Centre Management or their appointed staff in all matters relating to the development of the programme, promotion, and operation of the facility.
* Complete all administrative duties as required, in accordance with DCLT procedures.
* Attend meetings and briefings as required.

The duties and responsibilities above are not exclusive nor exhaustive, and the post holder may be required to undertake other reasonable duties within DCLT, commensurate with the role. |
| **Employee**  | **Human Resources**  |
| Agreed by: Date:  |   Agreed by:  Date:  |

**Person Specification**

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| **Experience** | **Essential** | **Desirable** | **Method of Assessment**  |
| Experience of working within leisure / hospitality |  | X | AF / I |
| Knowledge of budgets, budgetary controls & ability to work to a budget |  |  |  |
| Working collaboratively with partners |  |  |  |
| Event management skills |  |  |  |
| Experience of using Microsoft IT packages |  | X | AF / I |
| Excellent verbal & written communication skills |  | X | AF / I |
| Ability to plan own workload, prioritise and meet deadlines |  | X | AF / I |
| Ability to self-motivate & work independently | X |  | AF / I |
| Team working experience, e.g., working within a team and coordinating team members |  | X | AF / I |
| Proven leadership skills and experience in addressing & resolving performance and conduct issues |  | X | AF / I |
| Clear understanding of delivering good customer service | X |  | AF / I |
| Experience of food preparation & service |  |  |  |
| Operational knowledge of Building Management  |  |  |  |
| Training/Development of staff |  |  |  |
| Knowledge of booking systems and Service delivery |  | X | AF / I |
| **Qualifications & Training** | **Essential** | **Desirable** | **Method of Assessment**  |
| Maths & English GCSE pass (Grade C / Level 5) |  |  |  |
| Degree level qualification |  |  |  |
| Level 1 Swimming Teacher Qualification or equivalent |  |  |  |
| Level 2 Swimming Teacher Qualification or equivalent |  |  | AF / C / I |
| Level 2 Fitness Instructor Qualification or equivalent |  |  |  |
| Level 3 Personal Trainer Qualification or equivalent |  |  |  |
| First Aid at Work Certificate |  | X | AF / C / I |
| Skate UK Level 2 Coach | x |  | AF / C / I |
| Pool Plant Operator |  |  |  |
| Safeguarding Training |  | X | AF / C / I |
| Health & Safety at Work |  | X | AF / C / I |
| **Personal Qualities** | **Essential** | **Desirable** | **Method of Assessment**  |
| Ability to work as part of a team or individually | X |  | I |
| Approachable, good interpersonal / communication skills | X |  | I |
| Self-motivated & enthusiastic | X |  | I |
| Enthusiastic about completing training & learning new skills | X |  | I |
| Positive attitude and able to motivate individuals and groups | X |  | I |
| **Personal Circumstances** | **Essential** | **Desirable** | **Method of Assessment**  |
| Ability to work at other DCLT locations |  |  | I |
| Ability to willingness to work outside normal hours, including evenings and weekends. To work flexibly & willing to work the hours required by shift rotas | X |  | I |

AF – Application form / I – Interview / C - Certificate