



## **Job Outline: Dive Coach**

Salary: Band 2

### **1. The Company**

Edinburgh Leisure is Edinburgh's biggest provider of leisure services, welcoming over 4 million customer visitors per year to 30 venues across the city. We have a total income of around £25m and as a 'Not-For-Profit' company, we proudly spend every penny of that income on providing and developing a great range of services to make Edinburgh a healthier city.

### **2. The Job**

As a Dive Coach, you will ensure the effective delivery of poolside based diving lessons in the Royal Commonwealth Pool and, as required, throughout Edinburgh Leisure facilities and the wider community. Great service – it's all about the customer and providing them with a progressive and motivating experience. You will do this by working as part of the venue(s) team, teaching a range of diving classes. You will be an ambassador for Edinburgh Leisure and our diving development work.

### **3. The Team**

- Leisure Manager
- Duty Managers
- Supervisors
- Swim Co-ordinator
- Swim Teachers
- Receptionists
- Leisure Attendants
- Cleaner's

### **4. Your Ability – Key Skills and Qualifications**

For this role you must have the following key skills:

- Great communication – ability to deliver lessons to a wide range of customers, inspiring and coaching them to reach their desired level of achievement
- Passion for customer service – ability to understand and deliver a great customer experience at all times

- Teamwork – able to work effectively as part of a team, being flexible and supportive of the needs of the team and the programme
- Technical Knowledge and Skill Analysis – able to analyse participant skill level and plan/deliver suitable progressive/corrective practises
- Flexibility – able to adapt to changing circumstances whilst retaining a positive approach to the team effort
- Literacy – ability to maintain written records of customer achievements
- Ability to multi-task whilst under-pressure – e.g. directing a customer enquiry whilst delivering a lesson

For this role you must have the following qualifications:

- Qualifications - Essential
  - UKCC Level 1 Dive Coach/ASA Assistant Coach
  - Current RLSS UK NPLQ (or equivalent)
- Qualifications – Desirable
  - UKCC Level 2 Dive Coach/ASA Dive Coach
  - UKCC/ASA Tutor
  - Qualifications in other diving disciplines (e.g. Gymnastics, Trampolining, Strength & Conditioning)

Note: Salary will be adjusted according to the activities delivered within contracted hours

- A. Grade A – for those with UKCC Level 2 Dive Coach/ASA Dive Coach + RLSS UK NPLQ
- B. Grade B – Grade A + UKCC Level 1 Gymnastics or Trampolining (or equivalent)
- C. Grade C – Grade B + UKCC Level 2 Gymnastics (or equivalent) and/or Level 3 Dive Coach qualification

## **5. What the job involves**

Full training and induction will be given, and there will be regular ongoing training to support you in the role. Once trained, we will expect you to deliver the following:

### Meet & Greet

- Acknowledge every person who comes into your venue with a smile
- Make an effort to learn the names of all customers in your care
- Interact with your customers in a positive and helpful manner

### Service Delivery

- Deliver high quality and progressive diving lessons
- Assist the Dive Co-ordinator in the development of the diving programme
- Support the delivery of events on site and related to Edinburgh Diving Club

- Ensure that Edinburgh Leisure's health & safety and child protection policies are adhered to at all times
- Ensure that equipment is set up, maintained and stored in a safe manner
- Assess and administer the award scheme & other relevant customer communications

### Decision Making

- Make appropriate decisions with regard to the ability levels of pupils, including making recommendations for transition to club participation
- Take responsibility for day-to-day administrative duties as required by the Dive Co-ordinator, including upkeep of registers and customer records
- Deal with customer enquiries effectively and in-line with Edinburgh Leisure's Values, reporting any relevant information and/or issues which arise

### Learning & Development

- Maintain a positive interest in on-going professional and technical development
- Remain fit enough at all times to perform a rescue, including regular testing of a Recovery Dive to a depth of 5m
- Attend monthly/weekly coach and lifeguard training plus other training as required by the Dive Co-ordinator and centre/duty manager

### Physical Requirements

- Demonstrate you are fit and healthy
- Jump or dive in to the pool in deep water (up to 5m at Royal Commonwealth Pool)
- Swim 50m in 1 minute or less
- Swim 100m continuously on the front and then on the back
- Tread water in deep water for 30 seconds
- Surface dive to the deepest part of the pool
- Climb out of the pool without using steps or a ladder
- Participate in regular staff training to ensure pool rescue skills are maintained

### Health & Safety

- Take an active role in the safety of yourself, your team, the facility and customers. Don't interfere with any equipment designed to preserve life. Take action to fix or report any potential hazard.
- Employees are expected to co-operate with Edinburgh Leisure to enable it to carry out its health and safety duties and responsibilities
- Understand and fulfil your role (following training) in:
  - Edinburgh Leisure's Health and Safety policy
  - Edinburgh Leisure's Child Protection policy
  - Your venue's Emergency Action Plan (EAP)
  - Your venue's Normal Operating Plan (NOP)
- Ensure that the pool area is clean and safe for delivering of lessons
- Supervise customer use of safety critical areas, such as behaviour on poolside and entrance to the venue

## **6. Behaviour**

To be successful in this role you will need to be an excellent team player and have the ability to teach and motivate a wide range of children, adults and young people; ensuring a progressive and positive experience with Edinburgh Leisure.

The competency framework 'WORKING WITH US' outlines the behaviours that we are expected to demonstrate. The key behaviours that you need to do well in this role are:

### Communication:

- Ability to convey and receive messages, verbally, non-verbally and written, in a positive and effective way
- Speaks to customers and colleagues in a friendly, welcoming, positive, caring and helpful manner
- Chooses content, language and style to suit who they are speaking to
- Responds to enquiries and gives clear and accurate advice to customers
- Actively listens carefully and asks questions to check understanding

### Teamwork:

- Is friendly and treats others with respect
- Takes an active and positive part in the activities of the team
- Works co-operatively in teams, sharing information and good practise
- Makes an effort to get on with others

### Problem Solving & Decision Making:

- The ability to identify, research, analyse and resolve problems and make informed and effective decisions to enable EL to deliver great customer service
- Identifies problems at an early stage
- Makes sound decisions in their own area of work referring to systems of work, EL policies and/or procedures

### Creativity & Innovation:

- The ability to formulate new ideas or to adapt existing ideas in a new or unexpected way.
- Always looks for new and different ways to do what we do better
- Displays an enthusiastic approach
- Is open to doing things in a new way
- Contributes ideas for improving and developing customer service

### Achievement:

- Provides great customer service whilst getting the job done
- Puts in extra effort to exceed expectations
- Covers others duties when needed

### Development:

- Working to develop self and others
- Is proactive in developing their own performance
- Develops skills through being willing to accept additional and different responsibilities
- Values and responds positively to feedback on their performance

## **7. Our Culture**

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values:

Edinburgh Leisure makes a positive difference by:

### **Welcoming** all,

Each one of us **caring** about what we do,

Being **passionate** about how we do it,

And feeling **proud** of what we achieve

## **8. Demands:**

### Physical Demands:

This role requires a good level of general fitness suitable for active work in a warm environment. Coaching is mainly poolside based, with a requirement to support the delivery of dry-land diving training for children, adults and young people. The post holder will be required to remain fit enough to participate fully in technical training, both pool, poolside and classroom-based.

The role has a small remit for relevant administration duties, as well as attendance at some meetings and regular Learning & Development (L&D) opportunities. The role may involve regular work with a shared PC, including the use of our MRM Point of Sale system.

There will also be a need to be prepared to work flexibly around the programme and its' events. Posts are likely to involve evening and weekend work throughout the year, with schedules subject to change during school holidays.

### Mental Demands:

This role requires great technical knowledge and understanding, alertness, strong analytical skills and a passion for delivering a great customer experience. You will be expected to be able to adjust your message to suit the needs of a variety of audiences, with a range of motivations. You will be expected to deliver a multitude of diving activities and prioritise your commitment to the team effectively, supporting members of your team to do the same.

### Emotional Demands:

This role involves working at an operational, customer-facing level in the organisation, within a new staff team in a newly refurbished venue. This role involves working with the public, often as the first point of contact. The vast majority of our customers are happy to be there and a delight to serve. There are some people who will be more challenging and you need to be able to deal with more challenging behaviour in a calm and professional manner.

### Environmental Demands:

This role in the main, involves coaching from the poolside and occasionally dry-side (e.g. when supporting the dry-dive coach). The environment on poolside may be noisy, hot and busy. For administration duties, the role involves sitting at a desk, completing manual records and potentially, operating a PC in an office, off poolside. Attendance at L&D opportunities and meetings will be required, with sessions taking place at various locations throughout Edinburgh.

## **9. Disclosure**

**This post has been assessed to require a PVG Scheme Record or Scheme Record Update for the post holder, under the following justification:**

The duties of this post involve regulated work with children as defined in the Protection of Vulnerable Groups (Scotland) Act 2007 Schedule 2, Part 1 and Part 2 (4).

### ***Teaching, instructing, training or supervising children***

4 Teaching, instructing, training or supervising children (except teaching, instructing, or training children which is merely incidental to teaching, instructing, or training individuals who are not children).

Work	Work With	What Do / Service	Normal Duties	Exception 1	Exception 2
<b>Yes</b>	<b>Children</b>	<b>Activities</b>	<b>Yes</b>	<b>Supervise, Teach, Instruct</b>	<b>Not incidental</b>