

SENSATORI ROLE PROFILE 2010



Job title: Sports Coordinator - Sports

Reporting lines : Sports Supervisor

Outline of role:

The role of Sports Coordinator exists to provide fun, safe daily tuition classes as well as participating in the general running of the sports operation. The Sports Co-ordinator is required to work as part of a professional sports team that will deliver a comprehensive range of activities that have been designed to appeal to a broad range of guests from young children, families and adults.

Key Duties & Responsibilities:

- Assist with the Sports Supervisor in delivering a 7 day activity programme that is varied and appeals to all ages and fitness levels.
- Responsible for upkeep and maintenance of all equipment including sports facilities/courts etc.
- Responsible for providing a daily timetable of classes/workshops/activities
- Organisation and running of sports activities including Basketball, Tennis, Target Golf, Archery, Football. (List to be defined)
- Organise coaching sessions on key sports events including Tennis, Target Golf, Swimming, Archery, Basketball. (List to be defined)
- Work with the offsite water sports activity company acting as guest liaison.
- Completion and timely submission of resort administration paperwork
- Compliance with all Health and Safety requirements
- Participate in team meetings and ongoing training requirements
- Ensure that all operational guidelines and procedures are followed and met.
- Prepare equipment inventory at start and end of season and ensure the control system is followed as per guidelines
- Maintain delivery standards and CSQ (Customer Service Questionnaires) targets.

Sports Co-ordinator Qualifications & Experience

(Preferred Sports and leisure qualification and teaching experience)

1. UK Recognised Qualification in Sports Coaching
2. First Aid Certified
3. Multi Skills Racket Award
4. EBBA Basketball Coach Award
5. Volleyball England Volleyball Coaching Certificate
6. NPLQ Certified
7. Level 2 Fitness Instructor (REPS accredited)
8. Level 3 Advanced Instructor / Personal Trainer (REPS accredited)

Customer Focus

- Ensure that the Company is portrayed in a smart, professional manner at all times
- Provide the highest levels of customer service, achieving and exceeding set targets for CSQ scores and return percentages
- Ensuring that all lessons are fun and safe and that guests enjoy their participation
- Ensure that range of classes/workshops cover all levels of ability
- To act as an ambassador and be the public face of Sensatori within the hotel and establish customer service excellence within all Thomson personnel

Health and Safety

- Monitor all health and safety aspects of activities and equipment reporting any areas of concern to the Sports Supervisor.
- Check equipment, facilities and playing areas prior to the start of every activity and complete daily checklists.
- Advise guests on the correct clothing / footwear / conduct during the activities.
- Adhere to company guidelines on activity ratios and age restrictions.

Administration

- Complete attendance records for all activities on the daily log sheet.
- Prepare a weekly report for the Sports Supervisor.