

SENSATORI ROLE PROFILE 2010



Job title: Sports Supervisor

Reporting lines: TED Leisure, Sensatori Resort Manager.

Outline of role:

The Sports Supervisor is required to manage a sports team consisting of 3 team members. The team 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.

During the main summer (July and August) period an additional 4 team members will join the team and the Sports Supervisor will ensure that a specific programme of activities for 8-11's, 12 –15's and a family based activity programme is implemented.

2010 Programme Requirements

The programme will be designed to utilise all sports team available including the 2 specific sports personnel and, the extended sports team (an additional 4 staff).

Activities will begin from the morning (breakfast time), through to early evening.

The core sports programme will run 7 days per week, with each team member having 1 x full day off.

Activities will be split into the following 4 categories:

1. Well Being – e.g. Yoga, Pilates, Thai Chi, Relaxation techniques.
2. Sports Coaching – e.g. specific coaching in Football, Archery, Basketball, and Tennis.
3. Competitive Activities – e.g. competitions/tournaments in Football, Archery, Basketball, Tennis, Volleyball.
4. Beach & Pool Activities – e.g. Sand Volleyball, Beach Cricket, Frisbee, Snorkelling.

Enhanced Summer Programme 8 - 11 Age Requirement.

- 2 sessions per day 6 days per week
- 1 session per evening
- Daytime sessions will range from 1 to 2 hours and evening sessions will be 2 hours in duration

Enhanced Summer Programme 12 - 15 Ages Requirement.

- 2 sessions per day 6 days per week
- 1 session per evening
- Daytime sessions will range from 1 to 2 hours and evening sessions will be 2 hours in duration

Enhanced Summer Programme Family Requirement.

- A programme of activities for families, including: Family Olympics, Diablo Circus Skills, Water Walkers
- 1 session per day 6 days per week
- Sessions will range from 1 to 2 hours in duration

Sports Supervisor Qualifications & Experience

(Preferred Sports and Leisure Qualifications and teaching experience)

1. Experienced in managing/coordinating a Sports/fitness team.
2. Degree in sport or Leisure/National Diploma In Sport Science
 3. Gym Instructor (REP'S accredited)
 4. Personal Trainer (REPS accredited)
 5. Exercise to Music Level 2
6. Yoga/Pilates/Tai Chi/Les Mills Body Training Systems; Body Balance
7. Studio Resistance/ Les Mills Body Training Systems; Body Pump
 8. First Aid Qualification
 9. Aqua Aerobics Qualification
10. UK Recognised Qualification in Sports Coaching

Key Duties and Responsibilities

- Communicate with key personnel within TED Leisure.
- Manage the Sports and Adventure operation including Sports Coordinators and external suppliers such as Water sports, and external adventure suppliers.
- Ensure and maintain all sports and adventure aspects of the Sensatori programme - This includes ensuring that equipment and facilities are kept in working order and maintained to a high standard.
- Ensure all ops guidelines and procedures are adhered to from all personnel including Thomson and Hotel staff.
- Responsible for ensuring high levels of safety, strictly adhering to all aspects of company H&S policy, operating procedures and guidelines at all times.
- Policing and brand protection – Key role is to protect and ensure that all aspects of the brand are being delivered and that brochure commitment is maintained in full.
- Maintain delivery standards and achieve weekly CSQ (Customer Service Questionnaires) targets.
- Liaison with the Sensatori Manager – This includes attending management meetings.
- Management of 3rd party suppliers including Football Coaching arrangements, Water Sports Company and external adventure companies supplying sports services to Sensatori.

- Staff performance management – Implement and maintain HR procedures for Sports team
- Ongoing Training and development of staff to improve performance.
- Ongoing observations of all aspects of the Sensatori programme including facilities and activities to ensure quality of performance is maintained and escalating where required.
- Change activities/sports if required to suit audience and achieve CSQ scores.
- Distribute workloads and set up staff rotas for Sport personnel
- Complete and collate all required paperwork and records.
- Responsible for overseeing the equipment inventory at start and end of season and implement control system.
- To act as an ambassador and be the public face of Sensatori within the hotel and establish customer service excellence within all Thomson personnel
- Obtain direct feedback from customers to enhance Sports & Adventure programme.
- Acquire knowledge on all products and check team is using most suitable approach for each customer group.
- Establish good relations with suppliers to obtain best service for Thomson and facilitate the team's roles.
- Responsible for providing a daily timetable of classes/workshops/activities
- Organisation and running of land based sports activities including Basketball, Tennis, Target Golf, Archery, Football, Sea-scooters & full well being programme (as per resort programme)
- Organise coaching sessions on key sports events as per resorts programme
- Work with the offsite water sports activity company acting as guest liaison.

Key Relationships –

TED Leisure

Sensatori Manager

Sensatori Experience Manager

Childcare Supervisor

Hotel Management

Third party suppliers