

SENSATORI ROLE PROFILE 2010



Job title: Sports Coordinator - Wellbeing

Reporting lines: Sports Supervisor

Outline of role:

The role of Sports Coordinator (Wellbeing) 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 Accountabilities & Responsibilities:

- Plan, organise and deliver 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 fitness classes including Aerobics, Body Conditioning, Yoga, Tai Chi, Pilates, Aqua Aerobics. (List to be defined)
- Assist with other areas of the sports program.
- 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 (Wellbeing) Qualifications & Experience
(Preferred Sports and leisure qualification and teaching experience):

1. Level 2 Exercise to Music
2. Aqua Aerobics
3. Yoga/Tai Chi/Pilates/Body Balance
4. Studio Resistance/Body Pump
5. Step Aerobics
6. Spinning/RPM
7. Level 2 Gym 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 customer satisfaction questionnaire 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.