

Tennis Support Officer (Lead Coach- Participation)

Regional Pool and Tennis Centre

Grade 5 £21,970 - £24,719

37 hours – Fulltime

(Employee benefits include access to local government pension scheme, competitive annual leave entitlement, flexi time and agile working, employee health and fitness membership, and discounted food and beverage in Newport Live facilities for all our employees)

Newport Live is an award winning not for profit sport, leisure and cultural trust; and registered UK Charity with an excellent track record of delivering innovative programmes and services to our communities and residents that *'inspire people to be happier and healthier'*.

We are looking to recruit a suitably qualified Tennis Support Officer to join our award-winning Tennis Development Team based at the Regional Pool and Tennis Centre.

You will be a pivotal member of the team in maintaining effective and high-quality tennis programmes. On court coaching will form a large part of the role whereby leading the delivery of Newport's Mini Tennis, adults, and school's tennis programmes. You will also be required to support programme administration and planning where required.

You will hold a minimum of an LTA Level 3 Qualification, demonstrating ability to deliver high quality tennis lessons to young people and adults across a wide range of abilities. Due to delays in coach education courses, we welcome applications from experienced level 2 coaches who are working towards a level 3 qualification.

The post is exempt from the Rehabilitation of Offenders Act (1974) and is subject to a successful Disclosing and Barring Service (DBS) check.

For an informal discussion about the post please contact Newport Live enquiries on 01633 656757 and ask to speak with Luke Difrancio, Tennis Manager, or email luke.difrancio@newportlive.co.uk

Application Process

You can download an application form and job description via the Newport LIVE website www.newportlive.co.uk alternatively they are available via e-mail request from jobs@newportlive.co.uk

Please return the completed application forms to jobs@newportlive.co.uk

Closing date for applications:
Interviews will be held:

Sunday 1st May 2022
Week Commencing 9th May 2022

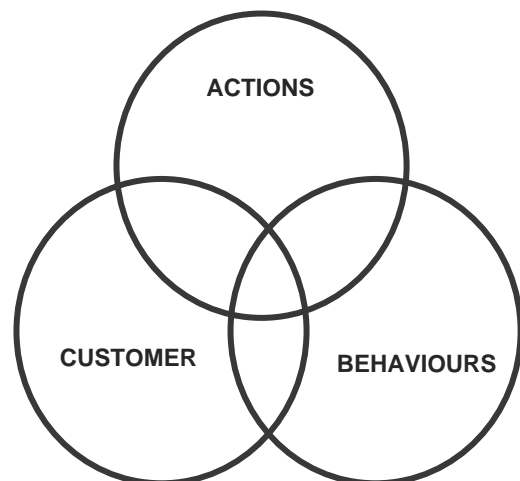
JOB DESCRIPTION

POST:	TENNIS SUPPORT OFFICER
JOB PURPOSE:	To assist the Tennis Manager in expanding the Newport Tennis Development Programme. The coach must be organised, have good communication skills. The successful candidate must have experience working in mini tennis, juniors and/or adults. Experience selling and marketing tennis is an advantage..
RESPONSIBLE TO:	Tennis Manager
SALARY:	Grade 5 - SCP 21-25 (£20,912 - £23,528)
KEY RELATIONSHIPS:	Tennis Manager, Tennis Coaches, Tennis Apprentice, Operational Management Team, Customers, Booking and Contact Centre Team
BASE LOCATION:	Newport LIVE venues, local schools and other locations required for promotional activities.
MANAGEMENT RESPONSIBILITY:	Assistant Coaches and Tennis Leaders

I will be successful in my role when:

- All of my key operational responsibilities are consistently delivered to a high standard.
- I achieve all key performance indicators specific to my role.
- I role model the behavioural values of Newport Live through my performance.
- I work collaboratively across departments and service areas to deliver exceptional customer service to Newport Live's customers.
- Through my performance and passion, I inspire people to be happier and healthier

HOW MY PERFORMANCE IS MEASURED



DISCLOSURE AND BARRING:

This post may result in you having contact with children, the elderly, sick or disabled. Newport Live, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those this would normally be regarded as spent. You must complete the relevant section on the application form, applications will be returned if this section is incomplete. If successful in your application, you will subject to a Disclosure and barring check.

OPERATIONAL RESPONSIBILITIES:

- 1** To ensure that all licence and first aid requirements are up to date and relevant.
- 2** Maintain your knowledge of tactics, techniques, rules of tennis and the LTA framework and proactively help share knowledge to develop the team.
- 3** Deliver Group Coaching and 1-2-1 lessons at all levels within the Newport Live Tennis Programme as directed by the Tennis Manager.
- 4** Give advice on tactical and technical improvement for all levels within our Tots, Youth and Adult programmes.
- 5** To support fellow coaches/assistants and the Tennis Manager in delivering the squad programme syllabus for all players currently on the Tennis Development Programme.
- 6** To coach Newport Tennis Centres' Youth and Adult players on designated days and times as directed by the Tennis Manager
- 7** Organise tennis activity constructively and safely in line with LTA and Newport Live frameworks.
- 8** Organise and run competitions/leagues in line with Tennis Wales and Newport Live rules and regulations.
- 9** To provide assistance in all areas of the centre including coaching, events, sales, marketing and administration.
- 10** To assist the Tennis Manager in growing the Tennis Development Programme by proactively recruiting players through outreach and any other programmes directed by the Tennis manager.
- 11** To report to the Tennis Manager on all coaching matters when appropriate.
- 12** To maintain and be responsible for accurate administration records for all coaching sessions
- 13** Passionately communicate and promote the vision of Newport Live, Tennis Wales and the LTA
- 14** To set up and pack away internal and external equipment so that facilities are ready and available for customers to use and ensure all storage areas are kept clean, safe and tidy at all times.
- 15** To constantly examine all equipment, materials and venues and take the appropriate action to remedy the issues or report any defects / hazards immediately to the operational management team to action
- 16** To ensure accurate and up to date promotional material is available and presented professionally to customers at all times.
- 17** To ensure compliance with all statutory legal requirements and in particular the Health & Safety at Work Act (1974) and Child Protection Act.

- 18** To undertake training, as/when required, as part of the LTA Continuous Development Programme and as directed by the Tennis Manager.
- 19** To deliver excellent customer service by meeting and exceeding the Tennis programme minimum standards.
- 20** To attend Tennis Coach Forums/Meetings as and when required.

The person undertaking this role is expected to work within the policies, ethos and aims of Newport Live and to carry out such other duties as may reasonably be assigned by the Chief Executive of Newport Live. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed. The post holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.

Area	Essential	Desirable
Qualifications	<p>1.1 Hold a current Lawn Tennis Association Level 3 Qualification (C)</p> <p>1.2 Hold a Current LTA Accreditation (C)</p> <p>1.3 Possess a working knowledge of the LTA development pathway and competition environments (Cardio Tennis, Tennis Xpress and Touch Tennis qualification/training) (A,I)</p> <p>1.4 Hold Current Emergency First aid Certificate (A,C)</p>	<p>1.5 Working with people with a disability in a sporting programme (I)</p> <p>1.6 Other UKCC sports qualifications (A,C)</p> <p>1.7 Cardio tennis qualification (A,C) (or to be completed within 3 months of commencement of the role)</p>
Knowledge, Skills & Competencies	<p>2.1 Possess excellent communication skills, verbally and written with colleagues, young people and partner agencies (A,I)</p> <p>2.2 The ability to work as part of a Sports Development Team (I)</p> <p>2.3 Possess excellent time management and organisational skills (A,I)</p> <p>2.4 Possess a customer focused approach (A,I)</p> <p>2.5 Ability to work on own initiative (I/T)</p> <p>2.6 Ability to work with young people from varying backgrounds and with children/adults with specific needs (I)</p> <p>2.7 Can possess a good Technical and Tactical knowledge of the game (A)</p> <p>2.8 Knowledge of tennis guidelines/standards (I)</p>	<p>2.9 Welsh speaking (A)</p>
Experience	<p>3.1 Experience of interacting with adults and young people and young people in a busy customer service environment (A,I)</p> <p>3.2 Experience of working with adults and young people in a Tennis environment (A,I)</p> <p>3.3 Experience of delivering Beginner, Intermediate and Advanced group coaching levels (A)</p> <p>3.4 Experience of event and competition organisation and management (A,I)</p>	<p>3.6 Experience of promotion, sales and marketing of Tennis or sporting programmes (A)</p> <p>3.7 Experiences of leading individual coaching lessons. (A)</p>

	3.5 Experience of encouraging appropriate players on programmes to compete in competitions. (A)	
Personal Attributes	<p>4.1 Self-motivated and punctual (I)</p> <p>4.2 Patience and understanding whilst working with all pupils including children/adults/groups with specific needs (I/T)</p> <p>4.3 Display a professional attitude in approaching challenges in the workplace (I)</p> <p>4.4 Be able to show commitment to continuous personal development and willingness to continue training. (I)</p> <p>4.5 Able to work to tight deadlines and under pressure (A)</p> <p>4.6 Demonstrate high standards of personal appearance and maintenance of a clean working environment (A)</p> <p>4.7 Be physically able to undertake full duties of the role (T)</p>	
Other	<p>5.1 Ability to work flexibly including mornings, daytimes, evenings and weekends (A)</p> <p>5.2 Understanding and demonstrate a willingness to promote positively the Equal Opportunities Policy of Newport Live (I)</p>	

Method of assessment (* M.O.A.)

A: Application form (including shortlisting)

C: Certificate

E: Exercise

I: Interview

P: Presentation

T: Test

AC: Assessment Centre