

Wellbeing Ambassador

Grade 4 – SCP 17 – 21 (£18,769 - £21,330)

37 hours – Full time

(Fixed Term until 31st March 2022)

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 and experienced wellbeing ambassador to support the delivery of the Happier Healthier Newport campaign.

Successful candidates will be a passionate health and wellbeing advocate, with a can-do attitude to engagement and inspiring people of all ages to become more active.

You will play a key role in engaging with the population of Newport through 5 key strands as part of this new campaign: Facilities, Communities, Schools, Workplaces and Home. You will be pivotal in talking, listening, engaging, and supporting people to identify, assess and action their physical, social, and emotional needs.

You will also be influential and motivating whereby driving forward the journey for people to increase their activity levels, reducing barriers to engagement or signposting to local provision suited to their needs.

A background in either sport and physical activity coaching, children and young people engagement, health and fitness, health, and wellbeing, or delivering community activities will be needed.

You must show evidence of digital competency, working on you own initiative and experience dealing with people of all ages, providing sound knowledge and advice.

The ability to travel extensively across the city will be required.

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 Richard Dale, Head of Business Development, or email richard.dale@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:

Sunday 3rd October 2021

Interviews will be held on:

Friday 8th October 2021

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JOB DESCRIPTION

POST:	WELLBEING AMBASSADOR
JOB PURPOSE:	To be a health and wellbeing champion that will engage, support, and inspire residents to participate and engage in the Happier Healthier Newport campaign. The aim will be to increase participants levels of physical activity whilst improving their emotional wellbeing.
RESPONSIBLE TO:	Health, Fitness and Wellbeing Manager
SALARY:	Grade 4 – SCP 17 – 21 £18,769 - £21,330
KEY RELATIONSHIPS:	Members of the public, partners and stakeholders and all Newport Live colleagues
BASE LOCATION:	Newport Live venues, and city wide.
MANAGEMENT RESPONSIBILITY:	None

I will be successful in my role when:

- All 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 deliver, develop and provide high quality wellbeing experiences for all individuals engaged within the Happier Healthier Newport campaign, utilising our facilities, community venues, parks and open spaces, school settings, workplaces, and through digital platforms reaching people at home.
- 2** Support residents of Newport with comprehensive bespoke journeys which assess their individual needs, build progressive programmes which are strategic to their physical, social, and emotional goals, whether digital or in person.
- 3** Work with other departments to promote various aspects of the business and widen participation opportunities for individuals.
- 4** To promote sport, physical activity and wellbeing within the city of Newport using a range of innovative methods and resources to highlight the benefits of being physically active.
- 5** To evaluate the effectiveness of initiatives aimed at increasing levels of physical activity and improving wellbeing, in line with the campaign objectives.
- 6** To work in collaboration with internal and external partners to provide advice and guidance on a range of wellbeing initiatives to support participant engagement.
- 7** To communicate effectively with the Business Development and Community Sport & Wellbeing Teams including key contacts in schools, communities, workplaces, and partner programmes as well as with children, young people, parents / guardians, adults, older people, and volunteers.
- 8** Utilise a range of methods to best capture, monitor and evaluate engagement, participation and feedback as required.
- 9** Ensure all sessions are adequately resourced with materials and equipment throughout the duration of the programme.
- 10** Able to utilise and confidently deploy a range of current and relevant engagement methods to facilitate programme delivery such as digital streaming or onsite delivery.
- 11** To undertake any other duties, commensurate with the grade of the post as directed by the line manager.

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.

WELLBEING AMBASSADOR – PERSON SPECIFICATION

Area	Essential	Desirable
Qualifications	<p>1.1 National Governing Body Award or Minimum of REPS Level 2 Fitness Instructing Qualification (A)</p>	<p>1.2 Evidence of continued professional development qualifications such as Mental Health First Aid, Community Food and Nutrition Working towards will also be considered. (A)</p> <p>1.3 Up to date first aid qualification (A)</p>
Knowledge, Skills & Competencies	<p>2.1 Knowledge of Newport Live services (I)</p> <p>2.2 Ability to display excellent levels of customer service within our member journey and supporting retention. (A)</p> <p>2.3 Good communications skills such as the ability to provide empathy, build rapport and make people feel at ease. As well as being able to communicate effectively in person, via email, telephone, or video call (A/I)</p> <p>2.4 Competent with digital literacy and accompanying software such as Microsoft Teams, Microsoft Office, Android, IOS. (A/T/I)</p> <p>2.5 Understand the importance of screening, consultations and types of wellbeing advice that can be offered within your qualification limit (A/I)</p>	<p>2.6 To confidently up sell the business and be aware of its unique selling points (I)</p> <p>2.7 Working with individuals with a disability as part of a physical activity programme (A/I)</p>
Experience	<p>3.1 Experience of working on health, physical activity and/ or wellbeing initiatives (A/I)</p> <p>3.2 Working with children, young people, and adults as part of a physical activity programme; and organising sessions (A/I)</p>	<p>3.3 Working with individuals with a disability as part of a physical activity programme (A/I)</p> <p>3.4 Experience with member sales tours and price presentations (A)</p>
Personal Attributes	<p>4.1 Self-motivated and enthusiastic (I)</p> <p>4.2 Reliable and punctual (I)</p>	

	<p>4.3 Enthusiastic wellbeing ambassador with a passion to share sound and appropriate knowledge in support of others (A/I)</p> <p>4.5 Ability to communicate with people in a way that puts them at ease, applies empathy, understanding and support (A/I)</p>	
Other	<p>5.1 The ability to work unsociable hours, often working evenings and weekends (A/I)</p> <p>5.2 Understand and demonstrate a willingness to promote positively the Equal Opportunities Policy of Newport Live (I)</p>	<p>5.3 A full driving licence with Business Class insurance (A/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