

# MOUNTAIN WARRIORS LIMITED



## Assistant Instructor Job Description

26<sup>th</sup> April 2007

**Main purpose of role:**

To assist the instructor in the day to day management of the club.

The post holder should be a good role model, be supportive, a good communicator, be able to delegate work / devise work programme's / monitor progress of students and have good communication skills.

**Duties include:**

- Opening the club and laying out any equipment prior to the start of the lesson.
- Ensuring that any risks that are identified are raised with the club instructor.
- Collecting and administering club fees.
- Aiding the club instructor in teaching within the level of your abilities.
- Getting to know the club membership (e.g., identify skills, etc);
- Help to recruit new students and volunteers;
- Ensuring that new students after passing their probation period receive the appropriate documents, e.g. grading syllabus, association history, membership application forms.
- Providing feedback to help people be effective in their roles;
- Providing support to new students and volunteers;
- Maintaining students and volunteers' motivation (e.g., by recognition and reward);
- Ensures own role and objectives are clear.
- Linking with local volunteer recruitment schemes such as Step Into Sport and SYCO (Surrey Young Coaches & Officials Programme).
- Identifies opportunities to develop business and meet customer needs.
- Redirects own time and resources to ensure objectives are met.
- Priorities time and attention on high value activities.
- Ensures that own objectives are aligned with business plans.
- Listens to customers before offering solutions.
- Maintains a clear focus upon service level indicators.
- Identifies opportunities to improve efficiency of work processes.

**Liaison with:**

- Club instructors,
- Officers of the club,
- Parents and other volunteers
- NGB Development Officer, Surrey Active Sport and other Sports development organisations.

**Responsible to:**

- Club chief instructor

**Meetings to attend:**

- As required

**Estimated time commitment:**

- As required plus 3 hours per month instructor training.

#### **Term of role:**

- Annual appointment, although continuity in the role is desirable.

#### **Recommended training:**

Mountain Warriors Ltd expect all instructors to continually better themselves and so a progressive programme of training will be given in all aspects of martial arts where possible. As a minimum this should include.

- First aid course
- Active Surrey coaching courses as required
- Internal training as required for instructor level

#### **Key competencies:**

##### **Helping others to learn**

- Commits time and effort to create opportunities to develop the capabilities of others.
- Explains things in simple language to others
- Commits time and effort to coach others in new processes or techniques
- Gives all necessary instruction and on-job demonstrations
- Actively and willingly shares expertise and coaches others in own area of specialization
- Develops colleagues and non-experts in own specialist area to ensure that the business is not at risk
- *Takes time to explain issues and proposals in jargon-free language*

##### **Influencing**

- Builds commitment to a recommendation or course of action by understanding the position of others and presenting arguments, facts and figures in a way they will find most persuasive.
- Focuses upon the requirements of the customer.
- Makes clear recommendations for action rather than presenting options.
- Reinforces the benefits of proposals and recommendations by using relevant facts, figures and opinions.
- Takes questions and challenges, without acting defensively.
- Explains operational issues, schedules and technicalities in layman's language.
- Persuades others to one's point of view using facts, figures and reasoning.
- Avoids assumptions about others level of understanding
- Demonstrates the link between specialist advice being offered and business objectives
- Ensures that recommendations are founded on practical business considerations
- Adopts a range of strategies to get win/win results

##### **Making good decisions**

- Selects the best course of action based on the available information, and accepts personal responsibility for the outcome.
- Makes responsible decisions, taking into account facts and feelings

- Uses past experience only as a guideline in making decisions
- Analyses available information in detail
- Refers decisions beyond personal authority levels, seeking out second opinions where necessary
- Explains reasons for decisions to those affected
- Ensures that decisions are implemented
- Records the reasons for making a decision when this may be useful to others
- Reviews the quality of personal decisions, and modifies decision making process
- Is prepared to review decisions in the light of changed circumstances
- Makes decisions based on a strict interpretation of rules, regulations and procedures
- Makes decisions based on an expert awareness of relevant discipline
- Balances theory with business pragmatism when making decisions

### **Planning and controls**

- Achieves business goals by establishing priorities, actions, milestones and constraints in a logical sequence and checking progress against these plans, tacking corrective action as required.
- Establishes priorities, tasks and work schedules in advance.
- Clarifies the responsibilities of self and others, avoiding duplication of activity and wasted effort.
- Describes milestones in terms of what is achieved and delivered.
- Monitors the progress of plans and ensures that action is taken to resolve delays.
- Anticipates and promptly raises operational or resource issues.
- Establishes specialist inputs in the early stages of projects

### **Team work**

- Works co-operatively and productively with others; openly exchanging information and supporting colleagues from around the organisation to achieve business goals.
- Treats others the way they themselves would wish to be treated.
- Treats people with respect and integrity.
- Encourages and supports the contributions of others in achieving team goals.
- Makes a full contribution to successful team performance.
- Puts personal preferences aside to achieve team goals.
- Demonstrates personal commitment to the decisions of the team.
- Makes good use of the talents of colleagues.
- Helps colleagues when they are under pressure.
- Shares information and plans to ensure that business plans are aligned.
- Demonstrates respect for the expertise and professionalism of colleagues and peers
- Values the contributions made by non-experts
- Consults other specialists to add new perspective and expertise

### **Adapting to change**

- Improves personal effectiveness in response to changes at work by identifying new learning and self development opportunities that arise from the change and working towards them.
- Learns from opportunities presented by change
- Adapts own style and approach in response to new information
- Makes every effort to understand change and the reason for it
- Sees change as an opportunity and not a threat
- Discourages unnecessary and damaging speculation
- Maintains personal effectiveness and energy levels in the face of ambiguity and uncertainty
- Assesses own strengths and weaknesses objectively
- Maintains an up to date learning plan
- Seeks out new ways to introduce more effective working methods into current processes
- Welcomes new ways of providing effective services to internal and external customers
- Ensures that expertise is up to date in order to provide best possible service and ensure customers can rely on advice
- *Remains open to new ideas, processes and technologies*

#### **Providing excellent customer service**

- Exceeds the expectations of internal and external customers through the quality of customer service, meeting their needs and demonstrating the added value of the service provided.
- Delivers courteous and prompt service
- Always delivers what has been promised
- Develops excellent understanding of individual customer needs and concerns
- Takes personal responsibility for resolving customer concerns
- Seeks customer improvement ideas
- Strives to exceed customer expectations

## Document History

Author	Version	Date	Description
Richard Gillies	1	26/04/07	

## Reviewers and authorisers

Name	Position	Date agreed	Version	Description
David Clark	Director			Authorisor
Richard Gillies	Director			Authorisor
Wayne Earle	Chief Coach			Reviewer

## Distribution Lists

Distribution lists (See separate distribution lists)
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