



Job Description

Trampoline Coach

Job Title: Trampoline Coach

Responsible To: Programming Supervisor/ Programme Development Manager

Direct Reports: None

Place of Work: Required to work at any other site where the Company operates should the need arise.

Purpose of Job:

- To provide a consistently high standard of service through teaching trampoline lessons to all customers enrolled onto the Company's courses.
- To support a quality system of course administration.

Key Responsibilities:

1 Core Values

- To promote the Company's Core Values through personal behaviour and by challenging inappropriate behaviour in others.

2 Customer

- To teach trampoline lessons as per the BG Trampoline Proficiency scheme.
- To offer an excellent level of customer service, dealing with all enquiries and comments in accordance with the Company's customer care policies.
- To give constructive verbal feedback to all participants on an ongoing basis.
- To complete the records of achievement with written feedback to the agreed departmental standard.

3 Financial

- To provide feedback and statistical information to the management team on the scheme.

4 Operations

- To contribute to the design and administration systems which support and enhance the operation of the trampoline programme.
- To follow standards and structures for every trampoline lesson using the record of achievements as working documents.

- To maintain and supervise equipment used in the course of the lesson programme.
- To report any equipment faults to line manager promptly.

5 Key Performance Indicators

- Class participation numbers
- Progress of participants

6 Health and Safety

- Adhere to the Company's health and safety policy and procedures at all times.