

Position description

Tennis Instructor

Summary information

Section	Key Venues	Directorate	City Living
Position grade	Grade 3	Position type	Casual
Skill descriptor	Band 1 Level 3		
Reports to	Tennis Centre Team Leader	Direct reports	No
Approval limit	\$0	Release limit	\$0
Created/reviewed	July 2019	BCC number(s)	N/A

Our Values

TEAMWORK



CUSTOMER FOCUSED



INNOVATION



COMMITMENT TO SAFETY



Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and positive feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their teams success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

1 Position Context

- The Key Venues (KV) section is positioned within Blacktown City Council's Directorate of City Living
- Key Venues are administered under the authority of Blacktown Venue Management Ltd (BVM), a company wholly owned by Council acting as Council's Managing Agent
- All employees of Key Venues are employed by Blacktown City Council (BCC) and seconded to Blacktown Venue Management Ltd.

2 Position purpose

- To provide professional, safe, practical and theoretical instruction to participants in BVM's Tennis programs

- To instruct according to teaching methodologies outlined by Tennis Australia and in line with programs developed through Blacktown Key Venues
- Act in accordance with the NSW *Work Health Safety Act 2011*, Work Health Safety Regulation 2017 and the Work Health and Safety (WHS) System.

3 Qualifications and experience

Essential

- Relevant coaching qualification and/or relevant experience
- Excellent oral communication
- Current Working with Children Check.

Desirable

- Tennis Australia Junior Development Coaching qualification
- Current CPR Certificate
- Current First Aid Certificate
- Knowledge of applicable legislation/regulations
- Availability to work flexible working hours.

4 Authority

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

5 Key accountabilities

Position specific

- To represent BVM and Council and the respective facility in a positive light at all times and to provide the highest levels of customer care and service to all users. Such representation includes, but is not limited to, professional appearance, conduct and punctuality
- To follow instructions and guidance as provided by senior staff and to work co-operatively with other Key Venues employees
- To ensure the safety and well-being of all patrons and user groups to the nominated facility by the provision of high-quality surveillance and teaching techniques. Such responsibility shall extend to all areas of the facility and not be limited to the tennis facilities
- To respond accordingly to any First Aid or Emergency situation and to work co-operatively with other staff/professionals/others in the treatment of such
- To provide high quality coaching and instruction to individual and group participants
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
 - familiarise yourself with our Volunteers policy and standards
 - implement the policy and follow this Managing volunteers standard in a consistent and fair manner

- undertake training needed to effectively coordinate volunteers
- allocate sufficient time to volunteer coordination.

Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.
- Adequately familiarise yourself with your work health and safety responsibilities and actively fulfill these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working with Children) Act 2012*, the Child Protection (Working With Children) Regulation 2013 and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your manager immediately
- WHS001 - Matrix is attached.

Corporate

- To commit to and embrace the objectives of our community strategic plan, Our Blacktown 2041, by contributing to the delivery of our corporate objectives and strategic vision.

Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental sustainability

- Act in line with the NSW *Protection of the Environment Operations Act 1997*, the NSW *Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

6 Duties

- Deliver the tennis program in accordance with the program framework and standards.
- Be ready to instruct prior to starting time (arrive minimum 10 minutes prior to class commencement).
- Inspect courts for hazards (reporting as required) and set up the court prior to the program commencement time.
- Ensure program starts and finishes on time.
- Be available after the class to consult with participants and/or parents/guardians regarding the program or instruction techniques.
- Manage and report on program attendances.
- Report daily/or according to roster requirement to the nominated Tennis Team Leader or his/her delegated official at the nominated facility. Such reporting must take into account the flexible approach to sudden changes in work hours, conditions and locations, as is the nature of casual work.

- To instruct, coach and teach to the highest standards ensuring enjoyment, safety, improvement and development for the recipient. In doing so, ensuring that all teachings and instructions are appropriate for the age, ability and social / cultural / behavioural status of the recipients.
- Accurately assess individual tennis participants and complete any necessary administration resulting from this assessment.
- Provide centre users with relevant and accurate information regarding the Tennis Program and any associated program or service information.
- To assist in the promotion and marketing of any/all programs and services related to the centre with particular emphasis on the Tennis Program.
- Provide parents/adults/caregivers with timely and accurate feedback regarding process and direction of their attending students.
- To undertake cleaning duties associated with relevant equipment as required where appropriate and to provide a clean, safe and inviting environment to the various user groups.
- To undertake general equipment maintenance tasks associated with the position of a safe, clean, efficient and high-quality program as required.
- Actively support Key Venues staff working together as a “team” to meet the requirements expected by the BVM Board, Blacktown City Council and all key stakeholders.
- Provide guidance and instruction which results in motivated participants.
- Supervise the pro shop or administration desk for the Tennis Centre as required.
- Other duties as from time to time as may be reasonably required and requested by and/or through the BVM Chief Executive Officer or his or her nominee.
- Assist with the training, induction, monitoring and evaluation of new or ‘rookie’ tennis instructors.
- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

7 Performance criteria

As per Council’s performance management system.

Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and positive feedback to achieve business and operational objectives. They are responsible for enabling the success of their teams, and for ensuring they can achieve all performance metrics whilst keeping each individual accountable.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

Acknowledgement and agreement

Employee	Name		
	Signature		Date
Supervisor	Name		
	Signature		Date