

<b>Post:</b>	<b>Sport assistant</b>
<b>Delegated Authority</b>	<b>Level 8</b>
<b>Team:</b>	<b>Opportunities</b>
<b>Responsible to:</b>	<b>Sports Programme lead</b>
<b>Responsible for:</b>	<b>Sports volunteers</b>

### **Job Purpose**

To provide high level development and delivery of exercise and sports based activities within SHP as part of the Sport England funded programme for over 55's. The Sports assistant will be responsible for running physical activity sessions.

The sports assistant will be responsible for maintaining client engagement through building relationships with SHP clients, maintaining strong regular communication with clients.

The sports assistant will support the monitoring of the programme through recording attendance, progress, and goals for each session.

The sports assistant will support the sports coordinator and Sports and health manager plan and manage big events over the course of the programme.

### **Key Accountabilities**

#### **1.0 Programme Delivery:**

- 1.2 To help deliver and promote the sports programme across SHP and within the local community aimed specifically at over 55s.
- 1.2 To deliver regular physical activity sessions tailored to specific groups needs through engaging and working with multiple SHP services to help support and run exercise sessions.
- 1.3 To prepare and set up sites for sessions, reporting back any broken or needed equipment for delivery.
- 1.4 To record attendance, progress, and goals.

## **2.0 Volunteer**

- 2.1 To work with volunteers to help deliver physical activity sessions.
- 2.2 To ensure there is effective communication between volunteers, Sport assistant, and Sport and Health manager.
- 2.3 To ensure that codes of professional conduct and high standards of practice are maintained during physical activity sessions.

## **3.0 Capacity Building**

- 3.1 To support the work of individual teams in the delivery of sports based activities that are delivered as part of the Opportunities Programme.
- 3.2 To support the work of external providers who are delivering aspects of the Sports Programme.
- 3.3 To promote mainstream sporting activities available in the community to staff and clients.

## **4.0 Information Management**

- 4.1 To work with the Sport Programme lead and evaluation partner in collecting data through recording attendance and activity records.
- 4.2 To ensure all clients have given consent before taking part in the programme.

## **5.0 Financial Management**

- 5.1 To be responsible for management of petty cash and keeping records up to date.

## **6.0 Health & Safety**

- 6.1 To ensure that all Sports & Exercise related activities within the Opportunities Programme are delivered in accordance with SHP's Health, Safety and Safeguarding policies in respect of client and staff safety.
- 6.2 To ensure all clients have been pre assessed before they take part in the programme.

## **7.0 Team Work**

- 7.1 To support team members, including staff, volunteers, and peer mentors.

- 7.2 To feedback or raise any concerns about the programme or sessions with the Sports Programme Lead.
- 7.3 To engage in team meetings and suggest any changes or additions to the Sports Programme to help its development.

### **Technical and Professional Know-How required for Effective Performance**

- Sports coaching qualifications relevant to the sector
- Good knowledge of fitness trends, applications, and implementation
- Hold a minimum of 1 years' experience in the industry
- Experience/good understanding of sport league formation and set up or tournaments
- Demonstrable experience of motivating & supporting vulnerable adults into sport or exercise
- Experience of delivering structured group-based sporting activities

## Competencies Required For Effective Performance:

Competency	What this looks like in practice	Level
<p><b>Analytical Thinking</b></p> <p>(The ability to give proper consideration to problems and to come up with good solutions.)</p>	<p><b>Gathers the required information to solve problems</b></p> <ul style="list-style-type: none"> <li>▪ Steps back from the problem and thinks about what information is required.</li> <li>▪ Collects the information required to solve the problem.</li> <li>▪ Draws upon and learns from previous experiences of self and others.</li> <li>▪ Organises the information in a logical way.</li> </ul>	<b>1</b>
	<p><b>Sifts and analyses information</b></p> <ul style="list-style-type: none"> <li>▪ Processes information quickly and draws accurate conclusions.</li> <li>▪ Breaks down problems into their parts, identifies cause and effect.</li> <li>▪ Makes accurate deductions.</li> <li>▪ Evaluates whether arguments or cases are complete or sound.</li> <li>▪ Challenges incorrect information or discrepancies.</li> <li>▪ Reflects on what they've done and learns from it.</li> </ul>	<b>2</b>
<p><b>Commitment and Drive</b></p> <p>(The ability to take the initiative and achieve targets and results)</p>	<p><b>Is conscientious and professional</b></p> <ul style="list-style-type: none"> <li>▪ Meet targets and deadlines.</li> <li>▪ Do what they say they are going to do.</li> <li>▪ Prepares properly for meetings and events.</li> <li>▪ Complies with defined policies and procedures.</li> <li>▪ Understands the need to evidence what we do.</li> <li>▪ Completes paperwork and reports in line with standards.</li> </ul>	<b>1</b>
	<p><b>Is proactive and solution focused</b></p> <ul style="list-style-type: none"> <li>▪ Is enthusiastic and positive in what they do.</li> <li>▪ Do things before they need to be told.</li> <li>▪ Find solutions for themselves.</li> <li>▪ Knows when to make decisions and when to seek support from others.</li> <li>▪ Is flexible and adapts response according to the situation while working within. SHP policies and procedures.</li> </ul>	<b>2</b>
	<p><b>Goes the extra mile</b></p> <ul style="list-style-type: none"> <li>▪ Willingly take on extra tasks and/ or responsibilities outside of their current role.</li> <li>▪ Look for and enjoy new challenges and opportunities.</li> <li>▪ Achieve results through their own motivation and drive.</li> <li>▪ Starts and carries through new projects.</li> <li>▪ Consistently achieve high standards for themselves (and others).</li> </ul>	<b>3</b>

<p><b>Efficiency and Effectiveness</b></p> <p>(The ability to plan and organise work so that deadlines, targets and standards are met)</p>	<p><b>Organises own work</b></p> <ul style="list-style-type: none"> <li>▪ Thinks ahead about what needs to be done.</li> <li>▪ Sets clear priorities for work.</li> <li>▪ Shows good attention to detail; checks work for accuracy.</li> <li>▪ Keeps files and other paperwork up to date.</li> <li>▪ Knows where to find things.</li> <li>▪ Meets targets and deadlines.</li> </ul>	1
	<p><b>Consistently delivers work on time and to standards</b></p> <ul style="list-style-type: none"> <li>▪ Produces work quickly</li> <li>▪ Meets quality standards.</li> <li>▪ Plans work and projects, sets clear milestones.</li> <li>▪ Monitors progress and takes action where performance deviates from plan.</li> <li>▪ Juggles several tasks and projects at any one time without letting any drop.</li> </ul>	2
<p><b>Teamworking</b></p> <p>(The ability to work cooperatively and supportively with their own team and other teams across SHP)</p>	<p><b>Supports and considers others</b></p> <ul style="list-style-type: none"> <li>▪ Does their fair share.</li> <li>▪ Is flexible and is prepared to help with things which are outside their own role.</li> <li>▪ Sees when others are struggling and offers help.</li> <li>▪ Owns their decisions and does not pass the buck.</li> <li>▪ Actively contributes to team meetings.</li> <li>▪ Shares knowledge and ideas with colleagues.</li> <li>▪ Actively supports other teams across SHP.</li> <li>▪ Promotes SHP as an organisation inside and outside the organisation.</li> </ul>	1
	<p><b>Builds team spirit</b></p> <ul style="list-style-type: none"> <li>▪ Acts to promote cooperation in the team.</li> <li>▪ Emphasises the strengths of the team and builds on them.</li> <li>▪ Offers support and coaching when required.</li> <li>▪ Proactively identifies and manages conflict within the team.</li> <li>▪ Takes collective responsibility for team actions and decisions.</li> <li>▪ Represents the team positively to others in SHP.</li> </ul>	2
<p><b>Effective communication</b></p> <p>(The ability to communicate with others in a cooperative and sensitive way.)</p>	<p><b>Communicates clearly</b></p> <ul style="list-style-type: none"> <li>▪ Can talk to different types of people effectively.</li> <li>▪ Checks that they have been understood.</li> <li>▪ Speaks to people in a respectful and courteous manner.</li> <li>▪ Respects and takes into account cultural differences.</li> <li>▪ Uses appropriate body language.</li> <li>▪ Writes clearly and concisely.</li> <li>▪ Uses appropriate methods of communication.</li> </ul>	1
	<p><b>Shows warmth and consideration to others</b></p> <ul style="list-style-type: none"> <li>▪ Is open and honest.</li> <li>▪ Makes ever effort to put people at their ease.</li> </ul>	2

	<ul style="list-style-type: none"> <li>▪ Is a good listener; gives people time.</li> <li>▪ Takes time to tune into what others are really thinking and feeling.</li> <li>▪ Is very aware of their own emotions and feelings and how these impact on others</li> </ul>	
<p><b>Resilience</b></p> <p>(The ability to deal with situations with clients and colleagues with confidence.)</p>	<p><b>Is self aware</b></p> <ul style="list-style-type: none"> <li>• Takes time to reflect on actions and behaviours and learn from them.</li> <li>• Admits when they make mistakes and learns from them.</li> <li>• Has the confidence to review what works and does not work.</li> <li>• Is aware of their own strengths and areas for development.</li> <li>• Takes responsibility for their own learning.</li> </ul>	<b>1</b>
	<p><b>Is assertive and self confident</b></p> <ul style="list-style-type: none"> <li>• Presents self in a confident manner.</li> <li>• Raises issues in a constructive way.</li> <li>• Able to make clear decisions and act on them.</li> <li>• Remains calm and self controlled in challenging situations.</li> <li>• Acts decisively and appropriately in a crisis.</li> </ul>	<b>2</b>
	<p><b>Wins others commitment to their compelling vision</b></p> <ul style="list-style-type: none"> <li>▪ Articulates a clear picture of their vision, explaining how it aligns with the SHP vision.</li> <li>▪ Explains the bigger picture to staff; gives them the context.</li> <li>▪ Explain how the vision can be achieved.</li> <li>▪ Pulls together other departments and teams to achieve the vision.</li> <li>▪ Motivates staff to do more than they ever thought possible.</li> <li>▪ Role models SHP values.</li> </ul>	<b>3</b>
<p><b>Putting the Customer First</b></p> <p>(The willingness and ability to deliver the best possible <b>person centred</b> service to our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.)</p>	<p><b>Builds effective relationships with customers</b></p> <ul style="list-style-type: none"> <li>▪ Makes themselves available for the customer.</li> <li>▪ Treats people with respect and courtesy.</li> <li>▪ Explores with customers their specific needs.</li> <li>▪ Is very clear with boundaries – the customers and their own.</li> <li>▪ Recognises that SHP exists to provide a service to our customers.</li> </ul>	<b>1</b>
	<p><b>Finds positive solutions to meet customer needs</b></p> <ul style="list-style-type: none"> <li>▪ Actively seeks and offers alternative ways of meeting customers needs.</li> <li>▪ Is responsive to customer problems, and works with them to resolve problems promptly.</li> <li>▪ Foresees problems rather than waiting for them to happen.</li> </ul>	<b>2</b>

	<ul style="list-style-type: none"> <li>▪ Asks for feedback from customers about the service provided, and acts on it.</li> <li>▪ Establishes effective working relationships with other agencies to meet customer needs.</li> <li>▪ Knows when to refer on to other agencies.</li> </ul>	
<p><b>Embracing Change and Innovation</b></p> <p>(The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)</p>	<p><b>Responds positively to change</b></p> <ul style="list-style-type: none"> <li>▪ Sees the positive aspects of change.</li> <li>▪ Is flexible and adapts easily to new requirements.</li> <li>▪ Is willing to learn and to take on new skills.</li> <li>▪ Offers constructive alternatives if they disagree with a change.</li> </ul>	<b>1</b>
	<p><b>Generates new ideas</b></p> <ul style="list-style-type: none"> <li>▪ Challenges the way that things are done now and proposes a better way.</li> <li>▪ Comes up with creative solutions and ideas.</li> <li>▪ Seeks new ways of working in partnerships.</li> <li>▪ Asks for others ideas on how changes and new ideas can be implemented.</li> <li>▪ Looks for new opportunities for promoting SHP.</li> </ul>	<b>2</b>