

Committee recommendations on Rob Eldridge's unfair dismissal claim.

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# **DRAFT**

## **HEAD COACH GTC JOB DESCRIPTION AND RENUMERATION**

### **Tasks and Activities**

The role will incorporate a number of responsibilities that will include but are not limited to:

#### **Organising & Operating**

- Provide on court coaching according to the programs developed by Gosford Tennis Club.
- Management and responsible of all staff rosters, term scheduling and enrolments.
- Responsible for centre to be open and staffed core trading hours (as listed) TBA
- Provide feedback to the Committee regarding the tennis programs; player development and general enquiries
- To implement innovative coaching programs focusing on participation within the community at all levels
- Ensure the health and safety of all participants
- Ensure high standards of customer service and quality programs are maintained at all times.
- Ensure staff areas are kept clean and tidy at all times
- Assist in providing promotional support to Gosford TC, programs, tournaments and events as required
- Assist in providing support to other areas of the GTC including the Pro Shop and Customer Service desk as required

#### **Interactions**

- Liaise with parents regarding the behaviour and development of their children and respond to any queries
- Provide professional and friendly service to all customers entering the GTC
- Interact with all GTC staff to ensure effective customer service support is delivered

#### **Controlling / Regulating**

- Ensure that all Workplace Health & Safety procedures are followed and that necessary levels of First Aid equipment are available
- Advise Committee of any centre operating problems
- Advise Committee and record all customer complaints
- Advise Committee of any damaged equipment.

## **Position Profile**

Essential Position Requirements:

(These are required for effective performance in the position)

- Minimum of a TA Junior Development Coach Qualification or equivalent
- Current Apply First Aid Qualification
- Working with Children Check
- Experience coaching tennis
- Exceptional customer service skills
- Well-developed inter-personal skills

Preferred Position Requirements:

(These will enhance the performance in the position)

- TA Club Professional qualification or equivalent
- Experience of tennis coaching at all levels
- Behavioural Criteria

1. Planning and Organising
2. Initiative
3. Co-operation and Collaboration
4. Oral Communication / Presentation
5. Rapport / Relationship Building

### **ORAL COMMUNICATION / PRESENTATION**

Expresses and presents ideas effectively in individual and group situations; adjusts language or terminology and method of presentation to the characteristics and expectations of the audience and the circumstances and time available; uses appropriate nonverbal communication and visual aids

## **Possible remuneration model and benefits**

### **Coaching**

Exclusive rights to Group coaching programs and marketing at GTC

Receives all coaching income from all programs.

Outgoings:

Court hire @ Daytime \$? Night/Lights @ \$?

All expenses incurred including coaches, tennis balls prizes etc.

### **Competitions**

Retainer @\$?

Pay per head @\$?

### **GTC Retains**

All court hire.

Pro Shop

Tournaments

Memberships