



THE SPORTS TRUST

Role Profile and Scorecard

Seasports Paddleboard & Kayak Instructor

Date: June 2025

Location: Seasports Centre

Reporting to: F51 & Seasports Centre Manager

Role Profile

Mission

To deliver fun, safe, and engaging paddleboard and kayak sessions to children and adults, providing an excellent experience on and off the water. You'll help create a welcoming atmosphere for guests, support activity set-up and pack-down, and maintain high standards of safety, professionalism, and customer care.

Key Outputs

- Paddle sport sessions are delivered safely and confidently in line with industry guidelines.
- Guests of all ages feel safe, welcomed and well-supported throughout their visit.
- Equipment is prepared, maintained, and packed away properly after each session.
- Accurate records and logs are completed in a timely manner.
- All safety procedures are followed, and concerns are reported immediately.
- A strong team environment is maintained through clear communication and collaboration.
- Company values and high customer service standards are consistently demonstrated.

Key Responsibilities

- Deliver safe and enjoyable paddle sport instruction for children and adults.
- Support the setup and pack down of all water-based activities and equipment.
- Maintain equipment by cleaning, checking, and storing it correctly after use.
- Communicate clearly with guests and team members during all sessions.
- Assist with group bookings, individual hires, and family sessions on and off the water.
- Report damage, faults or concerns to the Centre Manager promptly.
- Complete session logs and safety documentation as required.
- Uphold professional appearance and behaviour in line with centre expectations.
- Ensure all activities are inclusive, safe, and engaging for all skill levels.
- Support a proactive and welcoming team atmosphere.

Role Specific Competencies

- **Instructional Skills** – Leads or assists with water-based activities in a confident, engaging way.
- **Teamwork** – Supports colleagues across sessions and setup with a helpful and proactive approach.
- **Responsibility** – Maintains safety standards and takes care of centre equipment and facilities.
- **Customer Focus** – Provides a positive and supportive experience for every guest.
- **Communication** – Delivers clear, safe instructions and adapts to a range of group needs.
- **Awareness** – Actively monitors risk, weather, and group behaviour on and off the water.
- **Organisation** – Keeps session prep and follow-up organised and efficient.

Living our Values at The Sports Trust

Our values are the driving force behind our work:

Fun
Originality
Local People
Kindness
Equality

We, as The Sports Trust, live and perform to these values in all the work we undertake for the community.

Background (Qualifications, Skills, Experience)

Essential:

- Aged 18+ at time of appointment.
- Qualifications needed – Paddle sport Instructor, Paddle sport leader, NBLQ or the adventure activities first aid 16-hour course or the RYA aquatic first aid course.
- Confident water user with the ability to instruct safely and clearly.
- Ability to demonstrate rescue techniques for interview stages.
- Ability to work flexibly across weekdays and weekends depending on bookings.
- Excellent communication and teamwork skills.

- Strong awareness and experience of safety and group management outdoors.

Preferred:

- Experience delivering water-based activity sessions for children and adults.
- First Aid experience or a refresher for the right candidate.
- DBS check.
- RYA powerboat level 2
- Previous experience in a coastal or activity centre environment.
- Familiarity with activity logbooks and incident reporting.

Success Criteria

Criteria	Platinum (4)	Gold (3)	Silver (2)	Bronze (1)
Key outputs	Delivers & exceeds against objective set	Achieves objective >75%, quick to adjust and Improve	Achieves objective > 50%. Often needs coaching	Achieve < 50% of objective. Shows little capacity to achieve results
Key Responsibilities	Owens & consistently fulfils this task and initiates continuous improvement ideas	Shows ownership & consistently fulfils this task	Task is sometimes completed, but needs more ownership and consistency	Task is often left incomplete
Competencies	Expert and consistent demonstration of this skill under all circumstances	Consistent, uses this skill to deliver desired results > 75% of the time, getting stronger	Demonstrates this skill >50% of the time. Working on and improving	Demonstrates this skill < 50% of the time. Has difficulty assimilating this skill
Living our	Lives them even when	Consistent, even at expense of	Buys into values, but falls	Gives lip service. Uses

Values	personally detrimental	short term results	short under pressure	Core Values to benefit self
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Assessment

Name and Date:

Position:

Reports to (name & position):

Quarterly Objectives (linked clearly to Key Outputs)

	Platinum
	Platinum
	Platinum
	Platinum

Comments:

Key Responsibilities

Assessment rating

	Platinum
	Platinum

	Platinum
	Platinum
Competencies	Assessment rating
	Platinum
	Platinum
	Platinum
Living our Values	Assessment rating
	Platinum
	Platinum
	Platinum