

Position Description: Coaching Services Provider



Position Title	Coaching Services Provider (Club Coach)
Occupant/Provider	
Club	Wantirna Tennis Club
Location	Wantirna Reserve, Mountain Highway, Wantirna VIC
Date/Terms	Commencing 13 th July 2015 for a 3-year term (negotiable)

A. Club Vision

Wantirna TC aims to be the leader in the provision of outstanding tennis facilities in the City of Knox by growing the club into a vibrant tennis centre that provides quality and engaging tennis opportunities and value for money services for our members/players and the broader community.

B. Club Objectives

The objectives of the Wantirna Tennis Club Inc. in our three year vision towards 2017 are:

1. Grow programs for increased participation to 300+ players by 2017

Develop a strong partnership with coaching services to drive growth of (registered) players through strong coaching programs, court access, community/schools engagement initiatives and various club playing opportunities and pathways to deliver a target of 300 players and 35% weekly court utilisation by 2017-18. (Currently 140 members)

2. Better engage local community through good promotions and partnerships that will see 100+ new registered players at the venue by 2017

The Club's committee and coach will partner to build community partnerships and deliver good promotional campaigns/activities to attract new players through the gate.

3. Grow the club's culture and active member participation to deliver high registered player/member retention and a churn rate of less than 35% by 2017-18

The club is keen to retain membership numbers year on year through a good club culture. Focuses will be on increased player/member satisfaction, social connection initiatives at the club, enhancing court access, providing good player pathways - particularly conversion from coaching to competition and growing teams in competitions.

4. Deliver good governance and management to drive surpluses of \$10,000+ each year

The club committee will be focused on delivering good governance and a strong operation to deliver a surplus that each year that will adequately contribute to the club's sinking fund for reinvestment into facility maintenance and capital works projects in partnership with City of Knox.

C. Coaching Services Role and Objectives

1. Position Purpose

Engage the local community into a quality coaching operation with a focus of driving new and retained participation into the Wantirna Tennis Club and Coaching Provider's Business in a win-win partnership that will assist the growth of Wantirna Tennis Club (and achievement of its club business plan) but also deliver a profitable operation for the Coaching Provider.

2. Reporting and Liaison

Club Coach or Coaching Services Provider Representative reports to the club's 'Coaching Sub-Committee' lead by the Club President.

3. Key Relationships

External to Club

- Assistant Service Providers (Assistant Coaches)
- Coaching participants
- Parents/Guardians of juniors being coached
- District Association Secretaries/Key Contacts
- Primary and Secondary School staff
- Tennis Victoria Participation Staff
- Tennis Australia Coaching Membership and Education Team
- Community Groups, Businesses, Partners and Sponsors
- City of Knox Recreation and Leisure contacts
- Tennis Knox (networking group for local clubs and coaches on joint initiatives)

Internal to Club

- Club President as primary contact point
- Coach Sub-committee
- Junior Convenor/Coordinator for senior competitions
- Senior Convenor/Coordinator for senior competitions

4. Key Responsibilities & Objectives

	Key Responsibilities and Objectives	Goals / Targets / KPI's
i)	Deliver a well-structured and operated coaching business: <ul style="list-style-type: none"> • Sessions on offer for most ages, abilities and affordable • Player pathways available and well communicated • Delivering quality sessions and services that keep players and parents coming back term after term. 	<ul style="list-style-type: none"> • Grow delivery of coaching sessions to a minimum 20 hours per week • Show a clear participation pathway and cases of progression of players coming through it • Positive feedback from parents and coaching participants on coaching services
ii)	Grow coaching participant numbers that includes: <ul style="list-style-type: none"> • Introducing new players to coaching programs • Retaining players in coaching programs • Participants in internal competition • Participants in club tournaments and competition • Casual court hire administered by coach/es 	<ul style="list-style-type: none"> • Increase in total coaching participant numbers year on year with a minimum base of 100 coaching participants by 2017. • Low churn rate in coaching programs • Contribute to club's 100 new players goal by 2017
(iii)	Drive new participation through promotions and community partnerships: <ul style="list-style-type: none"> • Actively promote coaching services and club playing opportunities to students, family and friends of students, club members and the local community. • Partner with local primary and secondary schools • Assist with club promotions and events 	<ul style="list-style-type: none"> • Marketing strategy for coaching business shared with club • 4+ campaigns and offers per year • 2+ active school partnerships • 1+ community partnerships and/or sponsors • 2+ club promo events such as club open days in partnership with/support from club committee
(iv)	Assist in development and operation of club competition play opportunities: <ul style="list-style-type: none"> • Provide internal competition or squads to groom coaching participants for competition play 	<ul style="list-style-type: none"> ▪ Establish at least 1 internal competition and/or squad groups ▪ Put forward and help retain 10+ new teams or 40+ new players to district

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	<ul style="list-style-type: none"> • Convert and put forward coaching participants into district competition/s • Assist in formation and selection of senior and junior competition of teams in partnership with club committee • Delivery of club championships or tournament style events 	<ul style="list-style-type: none"> ▪ competition/s by 2017 ▪ 1 tournament / club championship per year supported by club committee
(v)	<p>Deliver strong communication, relationships and customer service with stakeholders:</p> <ul style="list-style-type: none"> • Attend club committee meetings and reports on coaching services linked to coach objectives and associated activities and initiatives. • Build a positive relationship and good communication with club's coaching sub-committee and relevant • Coach communicates well with coaching participants and their parents, delivering good customer service and communications such as a website and facebook. • High reliability for attendance of coaching sessions and management of staff, communications to participants on sessions not going ahead. 	<ul style="list-style-type: none"> • Appear at/attend 3+ committee meetings per year • Provide quarterly (4 per year) reports to committee on coaching services • Positive feedback received from coaching participants, parents, club members and committee in relation to coaches and coaching services overall. (Annual online survey) • Report on relevant engagement with stakeholders that influences various targets and kpi's in quarterly report.
(vi)	<p>Committed to delivering progressive and industry leading programs and services as well as ongoing professional development and compliance to Tennis Australia Coaching Standards.</p>	<ul style="list-style-type: none"> ▪ Signed up annually to Tennis Australia Coach Membership ▪ Upgrading to and delivering key and relevant Tennis Australia programs: Hot Shots (Coaching, Leagues, Schools) and Cardio Tennis etc ▪ Coaching provider staff attending relevant Tennis Victoria and Tennis Australia workshops, forums, meetings
(vii)	<p>Environmental, Health and Safety Responsibilities:</p> <ol style="list-style-type: none"> 1. Comply with Tennis Vic/Tennis Aust OH&S policies and procedures; 2. Take reasonable care for the safety of his/her own health and safety and that of other people who may be affected by his/her conduct in the workplace; 3. Seek guidance about all new or modified work procedures to ensure that any hazardous conditions, near misses and injuries are reported immediately to the Manager; 4. Does not willfully place at risk the health or safety of any person in the work place; and 5. Does not willfully or recklessly interfere with or misuse anything provided in the interest of environmental health and safety or welfare. 	
(viii)	<p>Complies with the Tennis Australia Code of Conduct for Service Providers Complies with the Tennis Australia Member Protection By-Law Complies with Tennis Australia Anti-Doping policy. Complies with reporting data linked to targets and KPI's from coaching business.</p>	

5. Knowledge & Skills, Qualifications, Competencies, Behaviour & Attributes

Knowledge, Skills and Experience

- Proven tennis coaching experience in implementing a progressive coaching program and pathways structure that introduces, develops and progresses players of all ages and abilities (e.g. preschoolers through to adults) at the club level.
- Highly effective organisational skills and business acumen to run or be part of a successful coaching business that manages its staff and client base well and delivers quality on-court sessions.
- Excellent interpersonal and communication skills to build and maintain positive relationships with a variety of internal and external stakeholders such as clients/coaching participants, club committee and community partners like schools
- Demonstrated experience in promoting and connecting coaching programs/business to the community and a club's membership to attract new clients.
- High computer literacy to manage client database, payments and reports; deliver marketing/promotions and communicate with clients in new media such as email and social media.
- Understanding and experience in competition and tournament planning, delivery and pathways (advantageous)

Competencies, Behaviours & Attributes

- Ability to communicate in individual and group environments
- Ability to relate well to individuals of all ages and standards
- Applies a modern and progressive deliver and lesson structure around the technical and technical on-court philosophy of tennis as per their Tennis Australia qualification and alignment Tennis Australia program guidelines and compencies.
- Willingness to be flexible in regard to work schedules and working longer hours to ensure success and growth of all programs (as required)
- Passion for growing the game of tennis at the club and community levels
- Cooperative working relationships with all associated individuals/clients
- Ability to build, lead and participate in teams
- Ability to liaise with and work with committees in a positive win-win partnership
- Marketing skills that can deliver promotions and offers that engages new business
- Self starter that can self-motivate to deliver on and off court
- Desirable professional attributes include well presented, reliable and punctual, well organized and strong communicator – verbal and non-verbal
- Desirable personal attributes would be of coaching provider/coaching team that is positive, passionate, professional, enthusiastic, flexible and a good role model for young players.

Qualifications and Memberships

- Tennis Australia Junior Development (Level 1) Coaching Qualification (minimum)
- Tennis Australia Club Professional (Level 2) Coaching qualification (desirable)
- Tennis Australia Coach Member (covered for insurance, first aid, working with children/police check)
- Hot Shots Deliver (renewed annually), Cardio Tennis deliverer (desirable)
- Tertiary qualification in business management or relevant field (advantageous)
- *Assistant Coaches under the service provider are expected to have appropriate and ongoing professional development, ideally complete the Tennis Australia Community Coaching Course and work towards completing a level 1 junior development qualification in time.*

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6. Coaching Services Provider: Application and Key Selection Criteria

In application for the coaching position at Wantirna Tennis Club, please provide:

- **A copy of your or your coaching business' CV and/or coaching business plan** (that meets skills, experience, competencies and qualifications/memberships outlined in this PD)
- **A short proposal or document addressing the following key selection criteria:**
 1. Demonstrate proven tennis coaching experience and/or ability (a plan) in implementing a progressive coaching program and pathways structure that introduces, develops and progresses players of all ages and abilities (e.g. preschoolers through to adults) at the club level.
 2. Demonstrate previous experience and/or ability (a plan) to grow coaching participant numbers at a venue by attracting new participation
 3. Demonstrate previous experience and/or ability (a plan) to retain coaching participants in programs and coaching pathways, with a focus on converting coaching participants to competitive play, club membership and/or helping build club culture.
 4. Demonstrate ability to connect with internal and external stakeholders to build a strong coaching business as well as a strong club, such as positive club-coach relationships, school and community partnerships.

Send applications (in PDF format) to:

Alison Rogers, Secretary of Wantirna Tennis Club

Via email to wantirnatennis@gmail.com

Closing date: 25th June 2015.

For queries, further information or to arrange a club visit, please contact Alison on 0408 576 025 or visit www.tennis.com.au/wantirnatc