

<b>Job Description and Person Specification</b>	
<b>Job Title:</b>	Kick Start Delivery Assistant
<b>Reporting to:</b>	Watersports Manager/ Chief Watersports Instructor
<b>People/Team Management:</b>	None
<b>Band:</b>	B6
<b>Key Purpose:</b> <ul style="list-style-type: none"> <li>• Be a multi-functional asset to the delivery teams</li> <li>• Support the Watersports IC with administrative tasks (Certification and Registers)</li> <li>• Cover staff absence at short notice, which may or may not require some aspects of delivery</li> <li>• Provide cover for the Ops Office when required</li> <li>• Support seamless running of morning and afternoon set up &amp; pack down, and student mealtimes</li> <li>• Support Yachting IC issuing boat packs, foul weather gear rental and other administrative tasks</li> <li>• Support the Yachting team with boat pickup and delivery</li> </ul>	
<b>Team Work</b> <ul style="list-style-type: none"> <li>• Provide invaluable support during peak season on a needs basis, which could include tasks for other departments, such as site support, stock checking, driving support and administration tasks</li> <li>• Provide support to the IC role with monitoring and responding to radio calls, answering the telephone and relaying critical communications to the delivery staff</li> <li>• Be on standby during peak season/ days to provide support in an emergency situation</li> <li>• Be the main contact point for delivery and IC communications – logistically navigating messages, paperwork and tasks between staff members to ensure the task/ message/ paperwork is safely delivered</li> </ul>	
<b>Health &amp; Safety</b> <ul style="list-style-type: none"> <li>• Demonstrate a duty of care of your own health and safety and that of other employees, co-workers, customers and other UKSA personnel to help everyone meet our legal requirements</li> </ul>	
<b>Individual Performance and Development</b> <ul style="list-style-type: none"> <li>• Ensure adherence to all policies and procedures and promote the Vision, Purpose and Values of UKSA</li> <li>• Understand your objectives and how these fit in with individual, team and business performance</li> <li>• Take responsibility for your own performance and development by preparing for and take full part in 1-1 reviews and appraisals with your manager</li> <li>• Take part in training, mentoring and personal development support programmes to expand the role and duties over the course of the scheme and ultimately enhance future working ability</li> </ul>	
<b>General</b> <ul style="list-style-type: none"> <li>• Comply with and promote UKSA equality and diversity, data protection and health &amp; safety policies and procedures</li> <li>• Commitment to delivering excellent customer service</li> </ul>	
<p>This Job Description and Person Specification is not exhaustive and reasonable flexibility is expected to meet the changing needs of the business; it will be reviewed and may be updated from time to time in conjunction with the post holder.</p>	

Person Specification		
	Essential	Desirable
<b>Knowledge:</b>		<ul style="list-style-type: none"> <li>○ General understanding of the outdoor leisure industry</li> </ul>
<b>Qualifications:</b>		<ul style="list-style-type: none"> <li>○ A driving licence but is not essential</li> </ul>
<b>Experience:</b>		<ul style="list-style-type: none"> <li>○ Excellent communication skills</li> <li>○ Ability to interact with all members of staff and departments</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>○ Desire to learn new skills</li> <li>○ Desire to complete a work placement that will assist with future employability</li> <li>○ Ability to utilise own initiative as an individual and as part of a team</li> <li>○ Ability to engage with all other UKSA departments</li> <li>○ Motivated to complete tasks to timescales ensuring high standards are maintained</li> <li>○ Reliable, honest and of smart appearance</li> <li>○ Strong desire to deliver exceptional customer service</li> </ul>	<ul style="list-style-type: none"> <li>○ Able to work at a fast pace and multitask</li> <li>○ Good written and verbal communication skills</li> </ul>

This job description will be reviewed from time to time and may be updated as agreed