

Job Title: Watersports Supervisor

Reporting To: Watersports Manager

Qualifications & Skills Necessary: Over 18. DBS checked. Must hold RYA senior instructor qualification. Must be a dual qualified instructor. Must have valid first aid certificate. You will need to be computer literate and have strong organisational skills. Strong communication skills are also essential. You will have a passion for watersports and have the ability to manage, work and live with a small team. You need to have a strong watersports background and excellent understanding of RYA safety procedures. You will play a key role in ensuring the centre passes the annual RYA inspection. You will also need to be creative, supportive, hardworking and confident in your own teaching methods. Having a sales background would be beneficial but is not essential.

Hours: Basic hours are 08:30 – 19:30 however this will vary day by day. Evening work may be required on occasion. Work is carried out 6 days a week and hours will vary in accordance with the needs of the company.

Salary: The minimum first season salary is £500/month. Plus accommodation and all utility bills are paid by the company. This salary increases each season and may also vary depending on previous experience.

Summary of position:

Your primary aim is to provide a fun, educational and safe environment for our customers to enjoy watersports on a day to day basis. You will be overseeing sessions on the water and ensuring that all activities are strictly adhering to the RYA and Horizon Watersports guidelines. You must have excellent knowledge of RYA procedures.

You must also understand that you are the 'face of the company' as you will often be the first point of contact between the public and the company. Being the first port of call for customers and staff you will have a strong front of house presence ensuring any enquiries are dealt with promptly and professionally. You must always promote the centre in a positive and professional way. This applies both in and out of working hours.

You must be inventive and confident in creating ideas that will generate revenue. You must actively assist the manager in increasing sales and ensuring the centre is a busy thriving environment for the staff and guests to enjoy.

You will be required to teach from time to time but you must be aware that much of your role will be training others to teach and then supervising tuition from the shore or from a safety boat.

You will lead by example and have a 'hands on' approach with everyday tasks. Together with the Watersports Manager, you will provide fortnightly training for all staff, and also help the trainee instructors reach their full potential. You will be responsible for motivating the team and promoting a positive team spirit. You will ensure that staff training requests are met and you will organise staff socials, in order to maintain high team moral throughout the entire season. Your hours will be longer than your staff, but you need to remain motivated at all times.

Working closely with the management team you will develop new ideas, trouble shoot issues and keep the company moving forward. There will also be regular administrative duties. These will generally be dictated by your weekly checklist and will include such tasks and rotas, printing bookings sheets, archiving accident forms and adding content to social media. This role requires strong admin and organisational skills, training will be given but it is important to know that you will spend time working at a computer. You must also complete weekly health and safety checks.

Along with promoting Horizon Watersports we also ask you to promote the charity Sail4Cancer. You must play a leading role in supporting and promoting charity events. You and your manager will have season targets which relate to charity fundraising and you must motivate your team to help you meet those targets.

Essentials:

All staff will need to provide their own sun protection - including sun glasses, sun hat and sun cream. You will be expected to ensure staff make use of these on a daily basis and demonstrate excellent sun care sense to all our guests.

Uniform:

T-shirts and rash vests will be provided. You must provide your own dark shorts (black or navy). It is preferable, but not essential, for staff to have their own Buoyancy Aid.

Duties and Responsibilities: (this list is not exhaustive)

- Plan daily staff meetings
 - Ensure staffing levels meet operational needs each day
 - Ensure equipment levels meet operational needs each day
 - Guide staff to deliver exceptional lessons in a variety of conditions, with a variety of guests
 - Be a key holder and be responsible for centre security
 - Deal with customer enquiries
 - Actively sell activities and generate bookings – and encourage your team to do so too
 - Complete your daily admin checklist
 - Rig dinghy and windsurf equipment
 - Carry and move heavy equipment
 - Boat and board maintenance
 - Carry out staff training and work through staff logbooks which each individual team member
 - Oversee all safety procedures and ensure RYA standards are met at all times
 - Ensure Horizon Watersports guideline are strictly adhered to
 - Socialise with customers
 - Organise staff socials
 - Organise charity events
 - Promote the Instructor Training Foundation
 - Cash handling
 - Motivate and mentor staff
 - Implement and monitor staff house rules
 - Complete weekly health & safety reports
 - Work towards season targets for social media
 - Work towards season targets for Trip Advisor
 - Work towards season targets for Charity Fundraising
 - Learn management skills in order to cover their days off
-