

**British Canoeing
Role profile**

Role Details:	
Role Title: <i>Coaching Advisor</i>	Reports to: <i>Coaching Administration Lead</i>
Department: <i>Coaching & Qualifications</i>	Responsible for: <i>Administration & customer service for Coaching & Qualifications department</i>
Location: <i>British Canoeing National Watersports Centre, Nottingham NG12 2LU</i>	Working pattern: Normally <i>Part Time, 24hrs per week on an agreed rota, some flexibility and occasional evening and weekend work to support the coaching workforce.</i>
Role purpose	
<i>To deliver excellent customer support to delivery partners, provider workforce and customers, process all queries, registrations, applications and complaints. Conduct verification of courses, maintain appropriate records and certification. Promotion of British Canoeing products.</i>	
Key responsibilities	
<ul style="list-style-type: none"> ● Receive, process and resolve all related customer queries or orders courteously and promptly, whilst meeting department standards ● Deliver high customer service by performing duties in an efficient, professional and courteous manner ● Maintain accurate and up to date records ● Communicate effectively with colleagues and positively contribute to the team ● Positively pursue personal development of skills and knowledge necessary for the effective performance of the role ● Ensure company policies and procedures are complied with ● To support the Coaching department to achieve key target areas ● Carry out internal verification and quality assurance on course submissions and registrations ● From time to time attend and support British Canoeing events including meetings, trainings, moderations and conferences. (this may involve occasional weekend and/or evening work) 	

Decision-making
<ul style="list-style-type: none"> • Understand when complaints and queries need to be passed on to appropriate staff • Ability to manage own workload and prioritise appropriately.
Developing solutions
<ul style="list-style-type: none"> • Consider and communicate ideas on simplifying and streamlining process and procedures
Working relationships
<ul style="list-style-type: none"> • <i>Ability to work towards joint objectives as part of a team while working on own initiative</i> • <i>Ability to communicate professionally with colleagues and external partners in person, by telephone, using digital platforms (live chat, email, social media, video conferencing software) and in writing</i>
Developing others
<ul style="list-style-type: none"> • <i>Ability to help other within the team and offer/provide support.</i>
Knowledge and expertise
<ul style="list-style-type: none"> • <i>Working knowledge of BC awards, training courses and qualifications as well as provider pathways</i> • <i>Proof reading skills</i> • <i>Confident IT skills including use of Microsoft office, G suite, web-based booking platforms and experience of working with and maintaining databases</i>
Additional information
<ul style="list-style-type: none"> • The post-holder's duties must at all times be carried out in compliance with the BC's Equality Policy, and BC's Child Protection and Vulnerable Adults Policy. • We are committed to safeguarding and promoting the welfare of children, young people and adults and expect the same commitment from all staff and volunteers. • The post-holder must ensure the health and safety of all staff, volunteers, personnel and resources within the post-holder's duties and personal responsibilities as per the requirements of the Health and Safety at Work Act 1974. There may be a requirement to apply for a DBS Enhanced Disclosure and Barred List Check. • Able to work within the operations guidelines of the BC Core Values and take part in staff and individual training as required