

PERSON SPECIFICATION

JOB TITLE: Coaching Advisor

Requirement	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> Appropriate key skills in literacy, numeracy and information and technology. (Level 2/3 or GCSE A – C or GCSE 9 – 4 or equivalent) 	<ul style="list-style-type: none"> Administration qualifications
Experience	<ul style="list-style-type: none"> Experience of supporting customer's needs in a fast-paced customer focused environment. 	<ul style="list-style-type: none"> Internal Verification within a qualification /delivery centre environment. Experience in dealing with complaints.
Skills and Knowledge	<ul style="list-style-type: none"> Ability to communicate using a mix of channels, chat, email, social media, telephone. Understand and is able to select suitable products and services to customers' needs and provide support. 	<ul style="list-style-type: none"> Experience of screen share and 'take over' systems to support technical queries.
Personal Qualities	<ul style="list-style-type: none"> Able to demonstrate ability to work to strict deadlines. Confident to check and challenge the actions of self and others in a non-confrontational manner. Ability to be able to persuade, influence and effectively brief others. Able to encourage openness and clear communication in others. 	
Other		<ul style="list-style-type: none"> A well-developed understanding and knowledge of Paddlesport. A well-developed knowledge and understanding of the practice and delivery of coaching in Paddlesport A well-developed understanding and knowledge of Paddlesport outside of the UK.