# Castle Point Borough Council job profile

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| Job title | Wellbeing Ambassador Lead |
| Position number |  |
| Grade | Grade 6 |
| Directorate | Commercial & Assets |
| Service | Recreation |
| Responsible to | Assistant Director – Recreation |
| Responsible for  | Wellbeing Ambassador |
| Date profile last reviewed | August 2024 |

## Job purpose

To actively deliver highly customer focussed community designed health and wellness programs across our Recreational Services and within our communities, directly addressing the needs of people in our communities who need to improve their health and wellbeing.

## Values and accountabilities

**Our values:**

1. **Trust** – our customers, members and colleagues have confidence that we will do what we say.
2. **Respect** – we create trusted and enduring relationships with our customers, colleagues and communities.
3. **Improving and Learning** – we are continuously learning and innovating as we strive to improve our services to need the needs of our customers.
4. **Customer Focus** – we are service-delivery focussed and put the customer at the centre of what we do.

**Corporate accountabilities:**

1. To work with colleagues to achieve service plan objectives and targets
2. To comply with data protection legislation and the council's Information Security Policy
3. To be willing and able to work in a flexible and agile way with regard both to hours of work and location of work, as required, subject to service needs and requirements
4. To design and deliver services that put the customer at the centre of what you do and display a commitment to continuous improvement
5. To participate in performance development, talent reviews and one-to-ones and to contribute to the identification of your own and team development needs and goals
6. To actively promote and comply with the council's diversity and equality policies
7. To ensure full compliance with the Health and Safety at Work Act 1974, the council's Health and Safety Policy and all locally agreed safe methods of work
8. At the discretion of the leadership team, to undertake other activities as, from time to time, may be agreed consistent with the grade and nature of the role
9. To undertake and maintain relevant mandatory training.

**Key service accountabilities**:

1. To act as an influential, and enthusiastic lead in the day to day running of the community wellbeing and wellness activities across the Councils Recreational facilities, open spaces and in key identified locations. Including the management of wellness ambassadors, volunteers and wider team members in maintaining exceptional standards in all areas at all times, including wellness activities and delivery, creating personalised wellness plans, promotion of recreational services and wider health and wellbeing programmes, high levels of customer service, customer monitoring and evaluation requirements, community outreach and engagement, co-designing community led and customer focussed solutions, networking and partnership building and health and safety outcomes.
2. To play a vital role in promoting positive and supportive health and wellbeing environments by championing physical, mental, and social wellbeing initiatives. This role involves collaborating with lead roles across the Council and with place-based partners to identify needs, develop programs, and foster a culture where communities feel valued and empowered to prioritise their health and wellness.
3. To deliver health and wellbeing activities as required.
4. To ensure we have robust monitoring and evaluation systems to monitor participation rates and collect feedback to evaluate the impact of wellbeing initiatives.
5. To maximise pathways and potential increased usage at the Council’s Recreational facilities to maximise usage, income levels and active wellbeing services.
6. To deliver and collaborate with wider wellbeing programmes, commercial growth and place-based partnerships and outcomes across Recreational and Council services. At the discretion of the leadership team, to undertake other activities as, from time to time, may be agreed consistent with the grade and nature of the role
7. To undertake and maintain relevant mandatory training.

## Person specification

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| --- | --- |
| Job title | Wellbeing Ambassador Lead |
| Directorate | Commercial & Assets |
| Service | Recreation |

### Information for applicants

The person specification provides an outline of the experience, skills and abilities we expect the successful applicant to possess to be successful in the role. You should match your own skills, experience and abilities to those listed below. Tell us in what way you meet the requirements.

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| Method of testing | Weighting |
| 1 = application | 1 = low importance (desirable) |
| 2 = interview | 2 = medium importance (desirable) |
| 3 = assessment tests | 3 = high importance (essential) |

### Requirements for the job

| Key competencies and behaviours | Method of testing | Weighting |
| --- | --- | --- |
| **1. Skills and abilities**  |
| Good leadership skills, people management, organisational and communication skills | 1, 2 | 3 |
| Ability to work on own initiative, prioritise workload, make decisions under pressure and to respond well to new challenges | 1, 2 | 2 |
| Ability to be sensitive to the political environment and able to deal with difficult customers and situations | 1, 2 | 3 |
| Able to collaborate well with a wide range of stakeholders  | 1, 2 | 3 |
| **2. Special knowledge**  |
| Understanding of basic overall health and wellness  | 1, 2 | 3 |
| Familiarity of designing health and wellness activities  | 1, 2 | 2 |
| Behavioural change techniques and motivational strategies | 1, 2 | 2 |
| Practical Knowledge of Health & Safety |  |  |
| **3. Experience**  |
| Projects or programmes designed to increase physical activity levels in a community | 1, 2 | 2 |
| Fitness instruction  | 1, 2 | 2 |
| Customer service / support | 1, 2 | 3 |
| Community Outreach | 1, 2 | 2 |
| **4. Other requirements** |
| To behave in accordance with our values. | 1,2 | 3 |
| **5. Equalities** |
| Understanding of and commitment to principles of equality and diversity and compliance with Council policies. | 1,2 | 3 |

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| Recruitment safeguarding | Requirement |
| Is a Disclosure and Barring Service (DBS) check required for this post? Read the Recruitment and Selection Policy for guidance. | No – Not requiredYes – Basic check requiredYes - Standard check requiredYes – Enhanced check required |
| Is this post politically restricted? | No |