

**ABOUT LOUGHBOROUGH UNIVERSITY**

**SPORTS DEVELOPMENT CENTRE**

<b>SPORTS ASSISTANT (2 POSITIONS)</b>		
<b>JOB REF: REQ15329</b>		<b>MAY 2015</b>

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

**JOB DESCRIPTION**

**Job Grade:** Operational Services, Grade 2

**Responsible to:** Duty Manager

**Responsible for:** Student Volunteers as appropriate

**Job Purpose:** To provide an excellent standard of customer care.  
To create a welcoming and supportive environment by assisting in the day to day operations of the facility (or a group of facilities), ensuring that industry leading standards of housekeeping, maintenance, cleaning and health and safety are provided and maintained.

**Key Tasks:**

- Maintain a high degree of visibility throughout the facility ensuring high levels of customer service, health and safety and cleanliness.
- Ensure the facility is ready for use in accordance with the daily programme of activities.
- Work in accordance with SDC departmental and University policies and procedures at all times.

**Duties and Responsibilities:**

- Assist with daily operations ensuring effective, accurate and timely set ups and take downs and changeovers, this may involve driving the department vehicles when required.
- Assist with the preparation of all areas for activities and special events as required.
- Assist and supervise customers in their use of facilities, ensuring their safety and wellbeing at all times and encouraging maximum usage.

- Establish and maintain excellent relationships with customers and potential customers, handling and escalating queries and complaints where appropriate.
- Ensure the facilities are presented to the highest level of cleanliness and comfort.
- Lock and unlock sports facilities and buildings as directed.
- Undertake cleaning duties as required to ensure the facilities are well presented and monitor standards of cleanliness in customer critical areas such as changing rooms and toilets.
- Carry out minor repairs and remedial work to equipment as and when necessary, undertaking regular inspections and reporting any faults or defects.
- Where appropriate, carry out pool testing and other health and safety checks, recording results and escalating potential issues promptly.
- Maintain mandatory qualifications and actively engage in CPD and training.
- As a trained first aider, deal with accidents or injuries as they occur and ensure that the necessary steps are taken to prevent reoccurrences and that the relevant documentation is completed.
- Assist with the issue/return of hire equipment, reporting failure to return equipment to the Duty Manager.
- Consistently and actively apply good housekeeping principles, such as turning off lights and equipment when not in use, in order to contribute to our strategy to reduce utility consumption and carbon footprint.
- Guide and support student volunteers, as appropriate, to help them to gain skills and understanding within the role.
- Provide reception cover and other related duties as required. This will include making bookings on the computerised booking system, handling cash and other forms of payment and monitoring of consumables.
- Assist in the communication and promotion of the SDC's activities.
- Attend staff meetings and contribute appropriately as required.
- Promote adherence to ethical guidelines and regulations with regard to drugs and doping in sport, in line with UK Anti-Doping (UKAD) guidelines and the Loughborough University 'Clean Sport' commitment
- Any other duties commensurate with the grade of the post.

### **Points to Note**

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

### **Special Conditions**

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

The post will require working in the evenings, weekends and on bank holidays and University closure days when required.

The postholder may be required to provide a satisfactory disclosure statement (see <http://www.homeoffice.gov.uk/agencies-public-bodies/dbs/>) for more details.

Staff are required to wear SDC designated uniform whilst on duty.

## PERSON SPECIFICATION

**Job Title:** Sports Assistant

**Grade:** Operational Services Grade 2

**Department:** Sports Development Centre

Criteria	Essential	Desirable	Stage to be assessed
<b>Experience</b>	Experience of working as part of a team	Experience of working within the leisure industry	1, 3
	Experience of working in a customer focussed environment	Experience of handling cash	1, 3
<b>Skills and Abilities</b>	Proven excellent customer service skills	Familiar with Microsoft Office (particularly Word and Excel)	1, 2, 3
	Excellent communication skills	Ability to handle difficult situations	3
	IT skills to be able to input information accurately into computerised systems		1, 2, 3
	High standard of personal presentation		3
	Open, honest and approachable		1, 3
	Ability to use own initiative and work effectively as part of a team		1, 2, 3
	Enthusiastic and motivated with a positive 'can do' attitude		1, 3
	Punctual, flexible and reliable		3
	Ability to safely erect and dismantle equipment (sometimes heavy) to tight deadlines		1, 2, 3
	Knowledge of Health and Safety i.e. Manual Handling, COSHH etc		1, 3

<b>Qualifications</b>	Basic literacy and numeracy	Pool Plant Operators Certificate	1, 3
	Full driving licence		1, 3
	Valid First Aid at Work Certificate (or ability to gain within 6 months of starting post)	Relevant Health and Safety courses i.e. Manual Handling, COSHH etc (or the ability to gain these within the first 12 months)	1, 3
<b>Equality &amp; Diversity</b>	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace		1, 3
<b>Training</b>	Be committed to, and actively participate in, a programme of continuing personal professional development		1, 3
	Demonstrate evidence of having undertaken further training		1, 3
<b>Other</b>	Willingness to work irregular hours as necessary	Awareness of QUEST accreditation and requirements	1, 3
	Awareness of relevant Health & Safety requirements		1, 3
	A commitment to observe the University's Equal Opportunities and Health & Safety policies at all times	An understanding of University sport	1
	A commitment to observe and uphold the SDC's 'Clean Sport Commitment'		1

### Stages in Assessment:

1= Application Form,

2= Selection Test – i.e. presentation, in-tray exercise, data analysis

3= Interview

## **Conditions of Service**

The positions will be on a full-time, open-ended contract. Salary will be on Operational Services Grade 2, £14,631 to £15,765 per annum, at a starting salary commensurate with experience and qualifications.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, details of which can be found at: <http://www.lboro.ac.uk/services/hr/a-z/conditions-of-service.html>

## **Informal Enquiries**

Informal enquiries should be made to jay hawker, assistant manager, by email at: [j.n.hawker@lboro.ac.uk](mailto:j.n.hawker@lboro.ac.uk)

## **Application**

The closing date for receipt of applications is **Thursday 4 June 2015**.