

Sports Assistant

REQ200730

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 (OP2)

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 & 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.

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

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.

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

Organisational Responsibility

Reports to the Duty Manager

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Experience of working as part of a team.	1,3
	Experience of working in a customer focussed environment.	1,3
Skills and abilities	Proven excellent customer service skills.	1,2,3
	Excellent communication skills.	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
Training	Demonstrate evidence of having undertaken further training.	1,3
Qualifications	Basic literacy and numeracy.	1,3
	Valid First Aid at Work Certificate (or ability to gain within 6 months of starting post).	1,3
Equality & Diversity	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace.	1,3
Other	Willingness to work irregular hours as necessary.	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.	1
	A commitment to observe and uphold the SDC's 'Clean Sport Commitment'.	1

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working within the leisure industry.	1,3
	Experience of handling cash.	1,3
Qualifications	Pool Plant Operators Certificate.	1,3
	Relevant Health & Safety courses i.e. Manual Handling, COSHH etc (or the ability to gain these within the first 12 months).	1,3
	Full driving licence.	1, 3

Skills & Abilities	Ability to handle difficult situations.	3
	Familiar with Microsoft Office (particularly Word and Excel).	1,2,3
Other	Awareness of QUEST accreditation and requirements.	1,3
	An understanding of University Sport.	1,3

Stages in assessment:

1. Application form (at shortlisting)
2. Selection test,
3. Interview.

Conditions of Service

There are a number of **part-time** posts available within this campaign. Some are term-time only, whilst others are year round. All positions are **open-ended**. Salary will be on Operational Services Grade 2 (£16,736 - £17, 682 pro rata per annum) at starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for grades 1 to 5 staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available [here](#).

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available [here](#))

In addition, the University is supportive, wherever possible, of flexible working arrangements.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>.