

Sports Assistant

Job Ref: REQ260154

School/Department summary:

Loughborough Sport is the overarching sport and physical-activity Professional Service of Loughborough University. It covers a wide spectrum: elite performance sport, recreational sport, coaching and volunteering, facilities, student clubs, and inclusive programmes.

Job Description

Job Family and Grade: Operational Services Grade 2

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 Loughborough Sport 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 (sometimes involving heavy equipment) and change overs. 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, taking other forms of payment, the selling of merchandise and monitoring of stock levels.
- Assist in the communication and promotion of Loughborough Sport'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 outlined in the document.

Special Conditions

Staff are required to wear Loughborough Sport designated uniform whilst on duty.

Organisational Responsibility

Reports to the: Duty Manager

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

- 1 – Criteria measured within the Application
- 2 – Criteria measured at Test/Assessment Centre/Presentation
- 3 - Criteria measured at Interview

Essential Criteria:

Area	Criteria	Stage
Experience	Experience of being involved in an effective team environment.	1,2,3
	An understanding of the requirements of working in a customer focused environment.	1,2,3
Qualities	Ability to communicate effectively, share information and understand the impact upon others.	1,2,3
	Be trustworthy and act with integrity.	1,3
	Be diligent, committed and effective in the work you do.	1,2,3
	Ability to encourage and empower others.	1,2,3
	Ability to take ownership of a task, problem solve.	1,2,3
	Enthusiastic, positive and motivated with the ability to create (and strive to make) a positive environment.	1,2,3
	Punctual, flexible and reliable.	3
	Ability to safely erect and dismantle equipment (sometimes heavy) to tight deadlines.	3
	IT skills sufficient to be able to input information accurately into a computerised system.	1,2,3
	High standard of personal presentation.	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.	3
	Awareness and knowledge of relevant Health & Safety requirements. i.e. Manual Handling and COSHH etc.	1,3
	A commitment to observe the University's Health & Safety policies at all times.	1
	A commitment to observe and uphold Loughborough Sport's 'Clean Sport Commitment'.	1
	Uphold and actively contribute to the University's commitment to Equity, Diversity and Inclusion.	1,3

Desirable Criteria: These are skills, experience and competencies that are additional extras that may be used to narrow the pool down if we receive a high volume of applications that meet the essential criteria.

Area	Criteria	Stage
Experience	Experience of working within the leisure industry.	1,3
Qualifications	Pool Plant Operators Certificate.	1,3
	Current NPLQ Lifeguard qualification.	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
	Ability (and experience of) to use commercial computerised booking systems.	1,2,3
Other	An understanding of University Sport.	1,3

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to Equity, Diversity, and Inclusion (EDI), while carrying out all duties in a way that respects these principles and upholds the right to free expression. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We strive to create a culture that supports equity 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 career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

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.