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**Job Description**

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| **Job title:** | Sports Assistant |
| **Department/School:** | Sports Development |
| **Grade:** | 3 |
| **Location:** | Sports Development Facilities |

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| **Job purpose** |
| 1. To assist in the efficient, effective and economic delivery of services and the utilisation of resources to fulfil the requirements of the University of Bath. 2. Assist the Shift Managers and Sports Supervisors in the day-to-day management of the Sports Facilities. 3. To ensure that all facilities in the Sports Training Village and Founders Hall are operational and maintained at all times in accordance with all current legislation and statutory requirements (in particular the H & S at Work Act) |

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| **Source and nature of management provided** |
| Shift Managers / Sports Supervisors / Sports Operations Manager / Sports Facility Manager |

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| **Staff management responsibility** |
| N/A |

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| **Career and Professional Development Activities** |
| Attend regular training to maintain and re-new all essential qualifications for the role in order to remain compliant. |

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| **Special conditions** |
| Working 36.5 hours per week on a shift basis to cover all hours of operation (in rota with 11 other Sports Assistants) for which you will receive an alternating shift allowance of 10% of your basic wage. |

| **Main duties and responsibilities** |
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| * To implement the Normal Operating Procedures (NOP) and Emergency Action Plan (EAP) for all sports facilities. |
| * To maintain Health and Safety standards and procedures, ensuring they are compliant and in keeping with National / University recommendations and guidelines. |
| * To assist the Shift Managers and Sports Supervisors in implementing the emergency procedures when required, ensuring up to date records are kept and any remedial action takes place. |
| * To undertake First Aid treatment in the event of accidents/injury in respect of both staff and members of the public using the Facilities. |
| * To be responsible for spot cleaning of all sports facilities and associated areas as directed by the Shift Managers and Sports Supervisors. |
| * To be responsible under the guidance of the Shift Managers and Sports Supervisors for the operation of the sports facilities and associated areas in terms of lifeguarding, security, cleanliness, safety of customers and emergency procedures. |
| * To provide back up and support within the staffing structure and carry out the duties of another member of the sports staff in the event of absence, holiday, or illness. |
| * To maintain a good understanding of the Gladstone booking system in order to carry out reception and administration duties as and when required to support the team. |
| * To engage with customers in a positive and professional fashion |
| * Seek opportunities to connect with as many customers as possible. |
| * Deal with complaints using listening skills and empathy. Aim to resolve issues and utilise the opportunity to convert the customer into a positive business advocate. |
| * Under the direction of the Shift Managers and Sports Supervisors ensure the sports facilities, associated areas, and service delivery are of the highest standard during all hours. |
| * To implement regular checks on all sports facilities and equipment to ensure repairs are made, faults are reported to the Shift Managers or Sports Supervisors, and hygiene is maintained. |
| * To assist the Shift Managers and Sports Supervisors in the implementation of the sports programme ensuring the needs of students, staff and external users are met, ensuring the sports facilities and equipment are properly prepared according to the programme of activities. |
| * Under the direction of the Shift Managers and Sports Supervisors maintain the security of the building by locking and unlocking as required. |
| * To undertake regular patrols throughout the sports facilities, ensuring that all visitors are abiding by the rules, regulations and conditions of use and hire. To challenge any unauthorised entrance and prevent inappropriate or illegal use of the Sports Facilities and equipment. |
| * To check membership cards and challenge unauthorised entrance and prevent inappropriate or illegal use of the sports facilities and equipment. |
| * Support the Events Team in the successful preparation, delivery and set down of all events. |
| * To deal with lost property items and to record and store items in an appropriate manner in conjunction with the Shift Managers and Sports Supervisors. |
| * To ensure all sports equipment in the sports and athletics stores are kept tidy and that you are responsible for the issuing (signing in and out) and recording of any losses and damages. |
| * Responsible for all notice board displays and poster sites are neat and tidy. |
| * To undertake other discreet areas of responsibility and/or specific projects as may be required and agreed, from time to time by the Sports Operations Manager and Sports Facility Manager. |
| You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. |

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**Person Specification**

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| **Criteria** | **Essential** | **Desirable** |
| **Qualifications and Training**  RLSS National Pool Lifeguard Qualification (Level 2)  First Aid at Work Qualification (Level 3)  Pool Plant Operators Certificate (Level 3) | X  X | X |
| **Knowledge and Experience**  Experience of working within the sport and recreation industry  Previous experience of delivering customer service excellence  Previous lifeguarding experience  Good knowledge and understanding of Health and Safety issues. | X  X | X  X |
| **Skills and Attributes**  Able to work under pressure, handle multiple priorities and use own initiative  Excellent interpersonal and communication skills  Ability to work independently and as part of a team  Reliable and punctual  Strives for continuous improvement leading to excellent performance | X  X  X  X | X |

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| **Effective Behaviours Framework**  The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously. |
| **Managing self and personal skills:**  Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others. |
| **Delivering excellent service:**  Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards. |
| **Finding innovative solutions:**  Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation. |
| **Embracing change:**  Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas. |
| **Using resources:**  Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University. |
| **Engaging with the big picture:**  Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others. |
| **Developing self and others:**  Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University. |
| **Working with people:**  Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills. |