

It is important to note that this job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

Job Description for the post of:

**Sports Centre Assistant
EHA0774-0121**

Reporting to: Duty Manager

Accountable to: Sports Operations Manager

About Facilities Management

Facilities Management (FM) at Edge Hill is the largest support department at the University employing over 320 members of staff across 10 defined service areas. We provide hard and soft FM services to almost 12,000 full time equivalent (FTE) students and 2,000 FTE members of staff in addition to a significant number of visitors, partners and members of the public using the 160-acre campus. Our award-winning campus boasts over 120,000m² of built environment, including 2500 residential bedrooms. The departmental revenue budget is circa £17m per annum, with additional annual capital expenditure typically exceeding £2m. Our multi-award-winning FM team is recognised within and beyond the higher education sector, and at senior executive and board level, for our customer-centric culture, and our direct positive contribution to the core business – the attraction, recruitment and retention of students.

The FM Values – guiding our decisions and our behaviour.

“All that we do is underpinned by our values. Our values are embedded in our structure, our decision making, our behaviours and our performance”

- Put the customer first
- Be passionate about service
- Act as one team
- Demonstrate responsibility and ownership
- Be confident, receptive and willing to learn

About Edge Hill Sport

Edge Hill Sport is the university sports service run on behalf of Edge Hill University. Working in close partnership with the Students' Union and the Academic Sport Department its aim is to deliver a programme of activities in high quality facilities for the

benefit of a wide range of stakeholders including students, staff, community, local schools and National Governing Bodies of Sport.

Edge Hill Sport has an outstanding reputation for the wide range of activities available and we wish to recruit individuals with a positive attitude who will add to this environment and develop excellence in their role.

The Post

The role of the Sports Centre Assistant is to assist the Duty Manager in delivering the day to day operations of Edge Hill Sport, covering a range of indoor and outdoor facilities.

The Sports Centre Assistant will supervise activity and ancillary areas, ensuring the safety of customers, providing high levels of customer care and assist with any customer feedback.

Working as part of a team, the Sports Centre Assistant will undertake a range of leisure operational duties such as:

- Assisting with the opening and closing of the leisure facility.
- Maintaining the cleanliness and safety of the environment.
- Lifeguarding the swimming pool, including prevention, intervention and rescues for users within their care.
- Ensuring programmed activities and services are available including preparing, assembling, dismantling and storing equipment such as trampolines, badminton nets and goal posts.

The role will involve some heavy lifting and work outdoors in all weather conditions.

About You

With a flexible and enthusiastic attitude, you will quickly become a key member of our friendly team. You will have previous experience of working in a team of lifeguards in a busy leisure facility and have a current RLSS NPLQ qualification.

You will have a passion for sports and physical activity and a commitment to your personal and professional development.

Duties and Responsibilities

1. To supervise users of the facility whether participants or spectators, ensuring that Health and Safety standards are maintained.
2. To set up and dismantle equipment and apparatus for activity sessions safely. To ensure that equipment is kept in good working order and that it is properly stored. This role will involve some heavy lifting.

3. To ensure that facilities are available for usage when required and are then suitably secured when not in use.
4. To undertake the role of Lifeguard in the swimming pool.
5. To assist in undertaking pool water tests on a regular basis, reporting the outcomes to the Duty Manager
6. To undertake general cleaning duties when required and maintain standards of hygiene and cleanliness of all areas at all times.
7. To assist the Duty Manager in undertaking daily and weekly facility and equipment checks.
8. To occasionally assist in other service areas as required which may include the supervision of the Fitness Suite; the taking of bookings, cash handling and answering the telephone at Reception and serving drinks in the catering outlet.
9. To notify the Duty Manager of any issues or customer complaints that arise during the shift.
10. To administer First Aid if qualified and complete appropriate records.
11. To undertake administrative duties as required by the role.
12. To promote a smart and professional appearance by wearing the designated staff uniform at all times
13. To make a positive contribution to the work of the Edge Hill Sport team.
14. To demonstrate excellent customer care in dealing with all customers of Edge Hill Sport.
15. To undertake any other duties as required by the Duty Manager or a member of the Edge Hill Sport Management Team.

The list of responsibilities is not exhaustive and other duties, appropriate to the grade, may be added or substituted at any time.

Corporate Responsibilities

- Contribute to and serve, as appropriate, on internal committees, working and advisory groups.
- Promote and facilitate cross-university and inter-disciplinary developments in support of the student experience.
- Support the University's further development and respond to the needs generated by engaging a diverse student body.

- Actively promote and support effective communications in all aspects of the work of the University.

In addition to the above all Edge Hill University staff are required to:

- a) Adhere to all Edge Hill's policies and procedures, including Equality and Diversity and Health and Safety
- b) Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons
- c) Undertake appropriate learning and development activities as required
- d) Participate in Edge Hill's Performance Review and Development Scheme
- e) Adhere to Edge Hill University's environmental policy and guidelines and undertake tasks in a sustainable manner
- f) Demonstrate excellent Customer Care in dealing with all customers

Salary: Grade 2, Points 7-11
 £18,009 - £19,612 per annum

Hours: 36.25 hours per week on a shift rota basis including evenings and weekends

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

PERSON SPECIFICATION

Sports Centre Assistant EHA1497-1020

CRITERIA:

Applicants should provide evidence of their ability to meet the following criteria:

		Essential	Desirable	*Method of assessment (I/A/S/T/P)
Qualifications				
1	Educated to A Level Standard or an equivalent Level 3 Professional Qualification	*		A
2	Degree or relevant Professional Qualification		*	A
3	A current National Pool Lifeguard (NPLQ) qualification	*		A
4	A current First Aid at Work qualification		*	S
5	CIMSPA Membership at 'Affiliate' level or higher		*	A
Experience and Knowledge				
6	Experience of working in a busy customer facing service industry	*		S/I
7	Understand the Sports Centre Assistant's role and responsibilities as part of a team in supporting the smooth operation of the facility, its activities and services	*		S/I
8	Experience of previously working as a Lifeguard in a swimming pool environment	*		S/I/T
9	Experience of working with Normal Operating Procedures and relevant Health and Safety legislation within a leisure environment	*		S/I
10	Experience of undertaking routine cleaning and maintenance tasks to maintain high standards of cleanliness and hygiene	*		S/I
Abilities/Skills				
11	The ability to create positive first impressions and to develop relationships with customers through excellent communication skills, product knowledge and acting on feedback to enhance the customer experience	*		I
12	The ability to safely prepare activity areas for use, including the physical ability to set up, dismantle, and store sports equipment	*		S/I
13	The ability to work with minimal supervision demonstrating problem solving, time management,	*		S/I

	interpreting information and using own initiative			
14	The ability to work with customers from a range of backgrounds including students, staff, and external customers	*		S/I
15	Commitment to personal and professional development	*		S/I

***Method of Assessment**

(I-Interview, A-Application, S-Supporting Statement, T-Test, P-Presentation)

Please note that applications will be assessed against the Person Specification using this criteria.

The FM **Mission** – *our purpose*

“To provide consistently high-quality environmental conditions and customer services that support and enable the provision of an outstanding student experience.”

The FM **Vision** – *our aspirations*

“To be recognized beyond the HE sector as a leading professional in-house FM service provider that adds tangible value and actively contributes to the core business – the attraction, recruitment and retention of students.”

The FM **Values** – *guiding our decisions and our behaviour*

“All that we do is underpinned by our values. Our values are embedded in our structure, our decision making, our behaviours, and our performance.”

- *Put the customer first*
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The 8 FM **Strategic Themes**:

1. Culture
2. Organisational Impact
3. Staff Engagement
4. Student Experience
5. Value For Money
6. Quality Management
7. Risk Management
8. Environmental Sustainability