ROLE PROFILE

Job Title: Sports Centre Assistant
School/Department: Physical Recreation & Sport
Job Family and Level: Operations & Facilities, Level 1
Hours of Work: Full time, 36.25h per week
Location: Sports Centre Sutton Bonington, Jubilee, University Park
Reporting to: Sports Centre Manager

The Purpose of the Role:

To provide effective supervision of the sports centre activities, ensuring the health, safety and welfare of customers; provide immediate first aid when required; provide a high quality, friendly, well organised and professional customer experience, taking payments and resolving customer queries and enquiries when necessary, in person and via telephone.

Assist the sports centre management team with the daily operation of the facility.

Support the delivery of the Vision for Sport to deliver an outstanding student sporting offer and establish the University as the first choice for students wishing to combine a top quality education with an outstanding sporting experience.

<table>
<thead>
<tr>
<th>Main Responsibilities</th>
<th>% time per year</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Operations:</strong></td>
<td></td>
</tr>
<tr>
<td>- The timely and efficient Setup and dismantling of equipment relating to sports centre activities, for example, student sports clubs, coaching and teaching activities, regular bookings and events.</td>
<td>40%</td>
</tr>
<tr>
<td>- Maintain high standards of cleanliness and hygiene at all times via the sports centre schedule cleaning programme and pro-active building patrols, making use of work-related machinery, e.g. Mobile (static) Elevated Work Platform, forked stacker truck and ride-on cleaning machines as required.</td>
<td></td>
</tr>
<tr>
<td>- To Support the delivery of the planned and preventative maintenance programme via regular inspections of the sports centre, recording results, resolving maintenance and cleanliness issues where possible, reporting faults to appropriate colleagues in accordance with departmental procedures and conducting basic maintenance tasks, for example, changing light bulbs at height</td>
<td></td>
</tr>
<tr>
<td>- Provide 1st aid where required and ensure the reporting of incidents and near misses is carried out in accordance with University and departmental Policy, liaising with the sports centre management team where appropriate</td>
<td></td>
</tr>
<tr>
<td>- Act in accordance with the sports centre normal operating procedures, risk assessments, emergency action plan and departmental procedures at all times.</td>
<td></td>
</tr>
<tr>
<td>- To attend team meetings as required.</td>
<td></td>
</tr>
<tr>
<td>- To ensure the security of the sports centre via opening, locking-up and alarming the sports centre where required and in accordance with departmental procedures.</td>
<td></td>
</tr>
</tbody>
</table>
2. Service Delivery and customer admissions:

- To provide an excellent front of house customer service via the provision of general and specific information relating to the sports facilities, and services and admitting customers in a friendly and professional manner
- To promote the sporting programme and recreational opportunities available to students, staff and the wider community in a proactive and friendly manner
- To act as the first point of contact with respect to enquiries made at reception in the form of telephone calls, face to face contact and email
- Maintaining customer confidence and service standards via ensuring prompt responses to enquiries and resolution of problems arising in accordance with departmental policies and procedures
- Greeting customers on arrival, providing information relevant to their activity and directing them to appropriate areas
- Operation of the computerised booking system, in order to admit customers to their desired activity; checking membership eligibility
- Assisting with the effective delivery of student and sporting events, ensuring client needs are assessed and met
- Accepting, recording and processing payment for activities, courses and events via use of the departmental computerised booking system, and in accordance with departmental policies and procedures.
- To assist with the reconciliation of all monies at the close of each shift via use of the departmental computerised booking system, and in accordance with departmental policies and procedures.
- Checking and verifying floats and monies stored on site, ensuring security and traceability of cash takings
- Proactively promote the University Of Nottingham Sport membership scheme to students, staff and the wider community, advising prospective customers and encouraging sales
- To act in accordance with the departmental customer service policies and practices at all times.

3. Departmental support

- To assist with the delivery of departmental and University wide events, for example, freshers fair, open days and the alumni sports weekend, offering support to students and the wider community and assisting delivery where required.
- To support the delivery of events, projects and programmes as required in liaison with the Sports Centre Manager.
- To exhibit a flexible approach to work, providing additional cover in cases of sickness, annual leave or special events.
- Undertaking other duties and activities that may be necessary from time to time in accordance with the needs of the department.

Knowledge, Skills, Qualifications & Experience

<table>
<thead>
<tr>
<th>Qualifications/ Education</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qualifications/ Education</td>
<td>Evidence of educational competence i.e. GCSE Maths and English C Grade. Good numeracy and literacy skills. One out of NVQ II Gym instructor, Exercise to Music or Level 2 Coach Award.</td>
<td>NVQ II qualification in gym instruction or equivalent NVQ Level II or equivalent in Exercise to Music Further teaching certificates e.g. Step / Boxercise / Spin etc… University recognised First Aid certificate. Coaching qualifications ideally level 2.</td>
</tr>
<tr>
<td>Skills/Training</td>
<td>Experience</td>
<td></td>
</tr>
<tr>
<td>----------------</td>
<td>------------</td>
<td></td>
</tr>
</tbody>
</table>
| • Ability to relate well to students, staff, student clubs & other users.  
• Excellent customer service skills.  
• Effective verbal communication skills including telephone skills.  
• Basic I.T. skills.  
• Ability to work within a team.  
• A strong ability to work using one’s own initiative.  
• Highly motivated and driven.  
• Good knowledge of maintenance e.g. tool use and repair techniques.  
| • Experience working in a customer led, service environment.  
• Some experience in a leisure facility or a nationally recognised sports related qualification. |
| • First Aid at work certificate.  
• Manual handling certificate.  
• NPLQ (National Pool Lifeguard Qualification) or nationally recognised sports qualification.  
• Knowledge of different methods of developing physical fitness for a range of people.  
| • Sports coaching / instructing experience.  
• Experience of cash handling & use of the till.  
• Experience of using Leisure Management systems  
• Experience organising sporting events or competitions |

**Scope of the Role**

Day to day operations of the sports centre and supporting the wider delivery of sports based programmes, providing an excellent level of customer care.