



Job title	Sports Assistant Lifeguard	Job family and level	O&F L1d
School/ Department	Physical Recreation & Sport	Location	University Park Campus

Purpose of role

Working as part of a team, to provide effective supervision of the sports centre and swimming pool activities ensuring the health, safety and welfare of customers; provide immediate first aid / water rescue when required; provide a high quality, friendly, well organised and professional customer experience, resolving customer queries both 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.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Operations ▪ The timely and efficient setup and dismantling of equipment relating to sports center activities, for example, student sports clubs, swimming galas coaching and teaching activities, regular bookings and events. ▪ Maintain high standards of cleanliness and hygiene at all times via scheduled cleaning programmes 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. ▪ Conduct regular water tests, reporting anomalies to appropriate colleagues in accordance with departmental procedures. ▪ 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.	40 %

	▪ 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. ▪ Act in accordance with the sports centre normal operating procedure risk assessments, emergency action plan and departmental procedures at all times. ▪ To attend team meetings as required. ▪ 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.	
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 liaising with customers in a friendly and professional manner. ▪ To proactively promote the sporting programme and recreational opportunities available to students, staff and the wider community. ▪ To act as the first point of contact with respect to enquires 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, providing information relevant to their activity and directing them to appropriate areas. ▪ Operation of the computerised booking system, checking set up requirements for customer bookings and events. ▪ 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, checking and verifying floats and cash stored on site, when required, 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.	20 %
3	Poolside Supervision and Lifeguarding ▪ Function as a Lifeguard, maintaining the highest levels of vigilance whilst supervising swimmers, anticipating problems to prevent accidents and emergency situations from developing.	30 %

	▪ Provide immediate rescue and first aid when required. ▪ Carry out regular safety checks to poolside rescue equipment and pool alarm systems in accordance with departmental procedures. ▪ To attend monthly training sessions (at least 1 per month) to maintain validity of the NPLQ qualification.	
4	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	10%

Person specification

	Essential	Desirable
Skills	▪ 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. ▪ Be water confident, able to swim a minimum of 50 meters and submerge to a depth of 2 meters. ▪ Numeracy and literacy	▪ Ability to teach an exercise class. ▪ Basic First Aid skills. ▪ Basic Web site editing ▪ Ability to produce basic marketing material ▪ Be conversant in the use of leisure management systems ▪ Good knowledge of maintenance ○ e.g. tool use and repair techniques

Knowledge and experience	▪ Experience working in a customer led, service environment. ▪ Knowledge of sports and exercise across a range of spectrums	▪ Experience of working in a leisure facility. ▪ Sports coaching / Instructing experience. ▪ Experience of cash handling & use of the till. ▪ Experience of using Leisure Management systems ▪ Experience organising sporting events or competitions ▪ Experience of working as a lifeguard
Qualifications, certification and training (relevant to role)	▪ GCSE Mathematics and English Grade C / level 4 or equivalent. ▪ Current National Pool Lifeguard Qualification or equivalent, or commitment to achieve this within 6 months of appointment.	▪ NVQ qualifications in sports and exercise. ▪ Sports teaching, instruction, or coaching qualifications. ▪ First aid certificate. ▪ Accredited pool plant operator.



Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision, and values. The following are essential to the role:

Valuing people	Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.
Taking ownership	Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.
Forward thinking	Demonstrates the ability to learn and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.
Professional pride	Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.
Always inclusive	Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

Key relationships with others



