



<b>Job title</b>	Sports Assistant/Lifeguard	<b>Job family and level</b>	O&F L1
<b>School/ Department</b>	University of Nottingham Sport	<b>Location</b>	University Sports Facilities (Indoor & Outdoor Sites)

## Purpose of the Role

To support the delivery of high-quality customer service, creating a world class environment for our students and community customers.

Responsibilities include lifeguarding and the supervision of sports halls and related facilities, assisting in the effective day-to-day delivery of sporting activities, including the setup, preparation and delivery of major internal and external events, including national and international standard tournaments; work across multiple University of Nottingham facilities, including outdoor sports grounds and playing pitches where needed.

Support the delivery of 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.

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
1	<p><b>Operations, Health &amp; Safety and Emergency Response</b></p> <ul style="list-style-type: none"> <li>▪ 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 large events.</li> <li>▪ To Support the delivery of a world class sporting environment via planned regular (daily, weekly and monthly) inspections of University of Nottingham sports facilities, recording results, resolving maintenance and cleanliness issues where possible, (e.g., basic equipment repairs minor fixes). reporting faults to appropriate colleagues in accordance with departmental.</li> <li>▪ Maintain excellent standards of cleanliness and hygiene at all times via scheduled cleaning programmes and pro-active building patrols, making use of specialist work-related machinery, e.g. Mobile (static) Elevated Work Platform, forklift stacker truck and ride-on cleaning machines as required.</li> <li>▪ Act in accordance with the sports facility normal operating procedures and required duties, risk assessments, emergency</li> </ul>	<b>50%</b>

	<p>action plans and departmental and university procedures at all times</p> <ul style="list-style-type: none"> <li>▪ Support the delivery of the outdoor sports facility events and competitions programme, including traffic marshaling, spectator management liaison with sports teams and competitors; achievement and maintenance of venue standards, (for example pitch and grounds preparation; litter and waste removal, facility cleanliness)</li> <li>▪ Operation of the computerised booking system, checking set-up requirements for customer bookings and events.</li> <li>▪ Ensure the reporting of incidents and near misses is carried out in accordance with University and departmental Policy, administering First Aid completing incident reports; liaising with the sports centre management team where appropriate.</li> <li>▪ Act as Fire Marshal where required, Initiating emergency evacuations where necessary.</li> <li>▪ To ensure the security of the sports centre via opening, locking-up and alarming sports facilities where required and in accordance with departmental procedures; acting as key holder where required.</li> </ul>	
2	<p><b>Poolside Supervision and Lifeguarding</b></p> <ul style="list-style-type: none"> <li>▪ Function as a Lifeguard, maintaining the highest levels of vigilance whilst supervising swimmers.</li> <li>▪ Act in accordance with the swimming pools Normal Operating Procedures (NOP) and admissions policies</li> <li>▪ Maintain high levels of vigilance, anticipating and preventing accidents and emergency situations from developing</li> <li>▪ Provide immediate water rescue and first aid when required.</li> <li>▪ Manage pool etiquette and lane usage.</li> <li>▪ Timely and efficient set-up and dismantling of equipment relating to swimming pool activity, for example, swimming lessons student sports club sessions including adjusting pool depth and swimming lane changes.</li> <li>▪ Conduct water quality testing and plant room checks, reporting anomalies.</li> <li>▪ Set up and remove pool vacuum equipment and clean machinery.</li> <li>▪ Carry out regular inspections audits and safety checks of the pool hall, environment and equipment, including rescue equipment and alarm systems.</li> <li>▪ Maintain high standards of cleanliness and hygiene at all times via scheduled cleaning programmes and pro-active building patrols.</li> <li>▪ Attend monthly lifeguard, situational and fire training sessions (at least 1 per month) to maintain validity of the NPLQ qualification.</li> </ul>	20%

3	<p><b>4. Customer Service</b></p> <ul style="list-style-type: none"> <li>▪ To provide a world class welcome and customer experience, through pro-active greeting, engagement and conversation with customers in a friendly and professional manner.</li> <li>▪ Maintaining customer confidence and service standards via ensuring prompt responses to enquiries and adopting a first line resolution' approach to customer needs and queries in accordance with departmental policies and procedures.</li> <li>▪ 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.</li> <li>▪ To assist with the reconciliation of all monies, checking and verifying floats and cash stored on site, when required, ensuring security and traceability of all financial transactions.</li> <li>▪ Proactively promote the University of Nottingham Sporting programme and membership scheme to students, staff and the wider community, advising prospective customers and encouraging sales.</li> <li>▪ To act in accordance with the departmental customer service policies and practices at all times</li> </ul>	25 %
4	<p><b>6. Departmental Support</b></p> <ul style="list-style-type: none"> <li>▪ To assist with the delivery of departmental and University wide events, for example, student welcome activities, open days, offering support to students and the wider community and assisting delivery where required.</li> <li>▪ To support the delivery of university and departmental projects and programmes in liaison with the Sports Centre manager</li> <li>▪ To exhibit a flexible approach to work, providing additional cover in cases of sickness, annual leave or special events.</li> <li>▪ Undertaking other duties and activities that may be necessary from time to time in accordance with the needs of the department and commensurate with the level of the role</li> <li>▪ Participate in training and professional development activities and opportunities.</li> <li>▪ Support the welcome, induction and training of new colleagues, monitoring equipment set up, use and storage and departmental procedures, offering coaching advice and instructions where needed.</li> </ul>	5%

## Person specification

	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Ability to relate well to students, staff, student clubs &amp; other users.</li> <li>▪ Excellent customer service skills.</li> <li>▪ Effective verbal communication skills including telephone skills.</li> <li>▪ Basic I.T. skills.</li> <li>▪ Ability to work within a team.</li> <li>▪ A strong ability to work using one's own initiative.</li> <li>▪ Highly motivated and driven.</li> <li>▪ Be water confident, able to swim a minimum of 50meters and submerge to a depth of 2meters.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interest in health and fitness and group exercise programmes.</li> <li>▪ Basic First Aid skills.</li> <li>▪ Be conversant in the use of leisure management systems</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ An understanding of how to deliver excellent customer service</li> <li>▪ Knowledge of the sports health and fitness sector.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of working in a leisure facility.</li> <li>▪ Experience of cash handling &amp; use of the till.</li> <li>▪ Experience of using Leisure Management systems</li> <li>▪ Experience of working as a lifeguard</li> </ul>
<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>▪ GCSE Mathematics and English Grade C / level 4 or equivalent experience working in a sporting or leisure-based environment.</li> <li>▪ Current National Pool Lifeguard Qualification or equivalent, or commitment to achieve this within 6 months of appointment.</li> </ul>	<ul style="list-style-type: none"> <li>▪ NVQ qualifications in sports and exercise.</li> <li>▪ Sports teaching, instruction, or coaching qualifications.</li> <li>▪ First aid certificate.</li> <li>▪ Accredited pool plant operator.</li> </ul>



## 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

