



Job title	Sports Centre Assistant	Job family and level	O&F Level 1D
School/ Department	Physical Recreation & Sport.	Location	Sutton Bonington Campus

Purpose of role

Working as part of a team, to provide a high quality, friendly, well organised and professional customer experience; effective supervision of the sports centre facilities; resolving customer queries both in person and via telephone whilst ensuring the health, safety and welfare of customers.

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	<p>Operations</p> <ul style="list-style-type: none"> ▪ Complete timely and efficient setup and dismantling of equipment relating to sports center activities, for example, student sports clubs, regular bookings and events. ▪ Maintain high standards of cleanliness and hygiene at all times via scheduled cleaning programs and pro-active building patrols, making use of work-related machinery, e.g., Mobile (static) Elevated Work Platform and cleaning machines as required. ▪ Support the delivery of the planned and preventative maintenance program via regular inspections of the sports centre facilities; recording results, resolving maintenance and cleanliness issues, where possible, reporting faults to appropriate colleagues, in accordance with departmental procedures and conducting basic maintenance tasks. ▪ Provide first 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's normal operating procedures, risk assessments, emergency action plan and departmental procedures at all times. <ul style="list-style-type: none"> ▪ Ensure the security of the sports centre facilities via opening, locking-up and alarming the sports centre facilities, where required and in accordance with departmental procedures. 	70%

	<ul style="list-style-type: none"> ▪ Enforce and comply with specific operating procedures relating to the safe use of the sports facilities and its surroundings during operational hours. ▪ Ensure that users also comply with user etiquette, e.g., dress codes, behaviour, etc. 	
2	<p>Service Delivery and Customer Admissions</p> <ul style="list-style-type: none"> ▪ Provide excellent 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. ▪ Proactively promote the sporting program and recreational opportunities available to students, staff and the wider community. ▪ Maintain customer confidence and service standards via ensuring prompt response to enquiries and resolution of problems arising in accordance with departmental policies and procedures. ▪ Interact with customers, provide information relevant to their activity and direct them to appropriate areas. ▪ Operate the computerised booking system, checking set up requirements for customer bookings and events. ▪ Assist with the effective delivery of student and sporting events, ensuring client needs are assessed and met. ▪ Cover reception where required: conversing with customers (face-to-face and by telephone), taking bookings, membership selling and advice, taking messages for colleagues, cash handling, carry out hire and sale of sports equipment, signing-in contractors, dealing with complaints, etc. ▪ 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. ▪ Act in accordance with the departmental customer service policies and practices at all times. 	25%
3	<p>Departmental Support</p> <ul style="list-style-type: none"> ▪ To assist with the delivery of departmental and University wide events, for example freshers fair and open days, offering support to students and the wider community and assisting delivery where required. ▪ To support the delivery of events, projects and programs 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 	5%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ 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 numeracy and literacy skills. ▪ Ability to demonstrate a proactive approach to supporting the daily operations of UoN Sport. 	<ul style="list-style-type: none"> ▪ Ability to teach an exercise class. ▪ Basic first aid skills. ▪ Be familiar with the use of leisure management systems. ▪ Good knowledge of maintenance ▪ A logical approach to decision making.
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience working in a customer led, service environment. ▪ Experience of managing own workload and priorities, using initiative and judgement. 	<ul style="list-style-type: none"> ▪ Knowledge of sports and exercise across a range of spectrums ▪ Experience of working in a leisure facility. ▪ Sports coaching /instructing experience. ▪ Experience of using Leisure Management systems
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Evidence of educational competence e.g. GCSE Mathematics and English Grade C. ▪ Willing to undertake relevant training as required. 	<ul style="list-style-type: none"> ▪ NVQ qualifications in sports and exercise. ▪ Sports teaching, instruction, or coaching qualifications.



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



