



Job title	Sports Assistant.	Job family and level	O&F L1
School/ Department	University of Nottingham Sport	Location	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 supervising sports halls and related facilities and assisting in the effective day-to-day delivery of sporting activities. This includes the setup, preparation, and delivery of major internal and external events, such as national and international standard tournaments. The role also involves working across multiple University of Nottingham facilities, including outdoor sports grounds and playing pitches when required.

The role holder will support the delivery of the Vision for Sport by helping to provide an outstanding student sporting offer and by contributing to establishing the University as the first choice for students wishing to combine a top-quality education with an exceptional sporting experience.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Operations, Health & Safety and Emergency Response</p> <ul style="list-style-type: none"> ▪ 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. ▪ 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 and minor fixes) and reporting faults to appropriate colleagues in accordance with departmental policy. ▪ 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. 	70%

	<ul style="list-style-type: none"> ▪ Act in accordance with the sports facility normal operating procedures and required duties, risk assessments, emergency action plans and departmental and university procedures at all times. ▪ 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 and facility cleanliness). ▪ Operation of the computerised booking system, checking set-up requirements for customer bookings and events. ▪ 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. ▪ Act as Fire Marshal where required, initiating emergency evacuations where necessary. ▪ 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. 	
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2	<p>2. Customer Service</p> <ul style="list-style-type: none"> ▪ To provide a world class welcome and customer experience, through pro-active greeting, engagement and conversation with customers in a friendly and professional manner. ▪ 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. ▪ 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 all financial transactions. ▪ Proactively promote the University of Nottingham sporting program and 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 	25 %
	<p>3. Departmental Support</p> <ul style="list-style-type: none"> ▪ To assist with the delivery of departmental and University wide events, for example, student welcome activities and open days, offering support to students and the wider community and assisting delivery where required. ▪ To support the delivery of university and departmental projects 	5%

3	<p>and programs in liaison with the Sports Centre Manager</p> <ul style="list-style-type: none">▪ 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 and commensurate with the level of the role▪ Participate in training and professional development activities and opportunities.▪ 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.	
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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. ▪ Be water confident, able to swim a minimum of 50meters and submerge to a depth of 2meters. 	<ul style="list-style-type: none"> ▪ Interest in health and fitness and group exercise programmes. ▪ Basic First Aid skills. ▪ Be conversant in the use of leisure management systems
Knowledge and experience	<ul style="list-style-type: none"> ▪ An understanding of how to deliver excellent customer service. ▪ Knowledge of the sports health and fitness sector. 	<ul style="list-style-type: none"> ▪ Experience of working in a leisure facility. ▪ Experience of cash handling & use of the till. ▪ Experience of using Leisure Management systems.
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ GCSE Mathematics and English Grade C / level 4 or equivalent experience working in a sporting or leisure-based environment. 	<ul style="list-style-type: none"> ▪ NVQ qualifications in sports and exercise. ▪ Sports teaching, instruction, or coaching qualifications. ▪ First aid certificate.



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

