

Job Description

Role Title:	Sports Assistant
Dept:	Student Experience and Support
Reference:	MPF812
Grade:	3
Full or Part time:	Part time (Part year worker – 24 wks of the year, working 16 hrs per wk)
Reports to:	Service & Maintenance Duty Officer

Overview

The operation of the Sports Centre is managed by the **Head of Sport**. The Sports Assistant will be responsible for the setup of various sports activities and contribute to a professional, safe and enjoyable customer experience within our Sports Centre. Student Experience and Support is at the heart of what we provide.

The existing indoor Sports Centre is located on the Peel Park Campus and contains the following facilities:

- 25 metre swimming pool with sauna and spa
- Fitness suites consisting of cardio vascular, resistance and strength and conditioning rooms
- 2 squash courts
- Fitness studio
- 6 court sports hall
- Health Hub

Outdoor sports facilities are located on the campus at David Lewis playing fields and contain the following:

- 3G Pitch
- 2 Grass Pitches

Please note that the working hours are a combination of days, evenings, and weekends to suit needs of the business.

Role Purpose

To welcome and support customers and assist in the smooth and efficient running of the facility on a day-to-day basis.

Principal Duties & Responsibilities

- To ensure all facility users are provided with an assured, vigilant, safe and secure environment at all times by adequately supervising the following areas (where appropriate)
 - Pool and poolside areas
 - Sports Halls
 - Sauna/Locker area
 - Changing/Locker area
 - Fitness Suites
 - All other areas of the facility as required
- To carry out Swimming Pool Lifeguard duties for the health and safety of facility users and staff.
- To play a key role in developing and maintaining high standards of customer service.
- To assist in any development/promotion/organisation of events/activities at any University Sports facility.
- To ensure adequate hygiene and cleaning standards are achieved and maintained in accordance with the cleaning rota. Maintenance of a litter free environment.
- To rectify or report any faults, breakages, standard of cleanliness which detracts from that required.
- To set up/dismantle equipment for events/activities/functions etc.
- To carry out work duties in a way which ensures compliance with the University of Salford Sports Centre's Normal Operating Procedures and Emergency Action Plans, Customer Promise, Staff Code of Conduct and all relevant Government legislation with regard to hygiene, health and safety, first aid, fire precautions, security and any matters with regard to dealing with the public.
- To understand and carry out any safety or emergency procedures in response to incidents that arise.
- To administer first aid.
- To complete any relevant training courses in accordance with the University of Salford's development plan.
- To maintain an up-to-date log book in accordance with the Centre in-house training programme (minimum of two hours per month) including those stipulated in the RLSS NPLQ qualification.
- To support the aims and philosophies of Student Experience and Support Services and to carry out any other duties appropriate to the nature and grade of the post.

- To attain the required standard of personal appearance and to wear uniform provided whilst on duty.
- To develop and maintain the highest level of contact and communication with customers and relevant authorised officers so as to ensure confidence in and satisfaction with all leisure services.
- To maintain and foster good working relationships within the University and project a positive and professional image of the organisation at all times.

Generic Duties

- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D)

Qualifications

1. National Pool Lifeguard Certificate (E)
2. First Aid Certificate (E)
3. NVQ (Level 2) Leisure Operations (D)
4. ASA/STA Assistant or full Teachers Coaching qualifications (D)
5. I.S.R.M. Pool Plant Operator's Certificate or equivalent (D)

Background and Experience

6. To have worked in a customer service environment (E)

Knowledge

7. Leisure Centre operations (E)
8. Benefits of customer service (E)

Skills and Competencies

9. A professional manner and strong customer focus with regard to service delivery (E)
10. Good verbal and written communication skills (E)
11. Good organisational skills, both in terms of own work and the team's activities (E)
12. An ability and willingness to exercise discretion and confidentiality at all times (E)
13. A flexible approach to shift patterns and unsocial hours of work (E)