



UNIVERSITY of
BRADFORD

Casual Sport Assistant

Unique Fitness

Commercial Services - Sport



Job Description and Person Specification

Job Title:	Casual Sport Assistant
Grade:	2
Vacancy Reference:	UNE-1000
Faculty / Directorate:	Professional Services - Finance
Service / Department:	Commercial Services - Sport
Location:	Main Campus - Unique Fitness
Reports to:	Front of House Manager
Responsible for:	

Main Purpose

- To deliver and maintain a high level of customer care and an exceptional quality of service across all facility service areas.
- To provide a welcoming and safe environment for all customers.
- To deliver services and support for all sports, fitness, and health & wellbeing programmes.
- To help drive user/membership satisfaction and ensure high membership retention.
- Ensure facilities and equipment are maintained to the highest standard at all times.

Main Duties and Responsibilities

1. Deliver pool lifeguard duties and pool supervision; Supervise a variety of swimming sessions ensuring facility procedure and policies are adhered to. Assess the pool area for any possible hazards, deliver action when/where required and carry out regular water testing ensuring all are reported to line managers.
2. To ensure all aspects of Health and Safety are adhered to in relation to all users, equipment and staff as stated in the Health and Safety guidance, NOP and Quality Manual. Ensure all accidents are actioned where appropriate, recorded and any serious occurrences are reported to the Sport Centre Manager and/or other required parties.
3. Carry out general inspections, audits and checks across the facilities to ensure standards of cleaning and maintenance of all facility areas are of a high standard, ensuring all users are made welcome and have a high quality experience in a completely safe environment.

4. To maintain an excellent public image to users, clients, staff and students generally, and positively promote the facilities and its' services by providing excellent standards of service, therefore ensuring high customer satisfaction.
5. Carry out all reception duties including use of till, operation of management information system, cashing up and depositing daily takings, preparing banking, taking fees, advance bookings, hiring equipment, membership payments options and sale of sports goods.
6. Complete operational tasks as and when required including cleaning, pool plant operation, set-up and dismantling of a range of sports and other equipment.
7. Support in the delivery of a range of sports programmes, courses, activities, leagues and events. This includes the direct delivery of certain activities, classes and programmes as part of normal duties and governed by competence and qualifications.
8. Be pro-active at all times. Ensure up-to-date information on the sports centres opening times, classes and events are available on reception at all times. This may require master copy editing or production of new advertisements and information sheets on programmes such as Microsoft Word, Excel, on social media and the facilities website.
9. To provide flexible clerical cover and assist in the day to day duties of the Front of House Managers.
10. Dealing effectively with customer related issues both in person, in correspondence and over the phone by handling, recording and document complaints/issues, either by resolving at the first stage informally or referring on to the appropriate formal process.
11. Undertake appropriate training to ensure up-to-date knowledge and to assist in development of new services/ programmes within the facility. To attend CPD training courses as agreed in the performance development review or by mutual agreement in order to help contribute to sport/leisure governing body requirements. Partake in regular RLSS Lifeguard, First aid and other health and safety training to meet the requirements, rules and regulations stated by governing bodies and the University of Bradford.
12. To undertake any other duties commensurate with the nature and grading of the post, as directed from time to time by the Facility Management team or other Senior Managers.

This document outlines the duties required at the current time to indicate the level of responsibility. It is not a comprehensive or exhaustive list and may vary to include other reasonable requests as directed by University management which do not change the general character of the job or the level of responsibility entailed.

University of Bradford

Values

We will be an organisation that embodies our values in everything we do. These values are:

- **Excellence** is at the heart of everything we do
- **Trust** is the foundation of our relationships, underpinned by integrity in everything we do
- We give invention light and celebrate creativity and **innovation**
- **Inclusion** - diversity is a source of strength and must be understood, valued, supported and leveraged

Embedding these values across the University will shape our culture and drive our performance.

It is the responsibility of every employee to uphold the University values.

Equality, Diversity and Inclusion (EDI)

The University of Bradford is widely recognised as an Equality, Diversity and Inclusion (EDI) leading institution. Our EDI vision is to bring about, and be recognised as an exemplar of transformational diversity, inclusion and social mobility and emphasise the critical role of leadership in embedding intersectional EDI in order to make our diversity count and deliver impact.

It is the responsibility of every employee to act in ways that support equality, diversity and inclusivity and to work within the spirit and detail of the law, including the Equality Act 2010 and the Human Rights Act 1998.

The University provides a range of services and employment opportunities for a diverse population. Employees will treat all students and colleagues with dignity and respect irrespective of their background.

Employees are responsible for ensuring the University develops a culture that promotes equality, values diversity, and supports inclusivity. This responsibility includes services and functions the University provides and commissions, to students, colleagues, partners in other organisations, visitors and members of the public.

Training

Employees must complete any training that is identified as mandatory to their role. Training should be accessed locally by agreement with line managers and through the University's People and Organisational Development Service. Mandatory training must be completed on commencement of the role, without delay.

Health, Safety and Wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. It is also the responsibility of all employees, that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

All employees have a duty to report any practice that you consider compromises standards of health and safety and risk. The Code of Practice on Public Interest Disclosure (Whistleblowing) details the process and advises on the protection from unfair treatment for an individual who raises such concerns.

Employees are required to co-operate with management to enable the University to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the University's undertakings.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students. As part of this you will need to ensure you are familiar with any relevant Health and Safety policies and procedures; seeking advice from the Central University Health and Safety team as appropriate.

Information Governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University. This may be in paper, electronic or other formats. An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

This means that employees are required to uphold the confidentiality of all data, information and records and to ensure they are recorded to appropriate data standards and to the relevant electronic system or manual filing system in order to maintain their accessibility and integrity.

To support these requirements all employees must adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security at all times.

Additionally, employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

All employees will be given the necessary training to enable them to adhere to these requirements.

Criminal Record Disclosures and Working with Vulnerable Groups

Depending on the defined nature of your work and specialist area of expertise, your role may be exempt from the provisions normally afforded to individuals under the Rehabilitation of Offenders Act 1974. In these circumstances, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) and, in certain circumstances, the Police Act 1997.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

During the course of your employment, you must notify your line manager if you are charged with a criminal offence (excluding motoring fixed-penalty convictions). Failure to notify the University of a criminal conviction could lead to withdrawal of a job offer where employment has not commenced, or disciplinary action for employees in post. All employees of the University who have contact with children, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and procedures and the Safeguarding Vulnerable Groups Act 2006. Where appropriate, employees will be given the necessary training to enable them to adhere to these requirements.

University Policies and Procedures

The University operates a range of policies, procedures and formal guidance (available on the University intranet and ServiceNow). All employees must observe and adhere to the provisions outlined in these documents.

Post Specification

Casual Sport Assistant

Unique Fitness

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> National Pool Lifeguard Qualification (NPLQ); · GCSE English and Maths (or equivalent experience) 	<ul style="list-style-type: none"> ASA (Amateur Swimming Association) Level 2; Other sports related qualifications Level 1 or above; Exercise to Music CIMSPA (Chartered Institute of the Mgt of Sport and Physical Activity) Pool Operators certificate; CIMSPA (Chartered Institute of the Mgt of Sport and Physical Activity) Operational Certificate or equivalent based on NVQ Level 2. A Fitness related qualification to the standard of Reps (Register of Exercise Professionals) Level 2
Experience, Skills and Knowledge	<ul style="list-style-type: none"> Experience of cash handling; Experience of dealing with a wide range of people both face to face, via telephone and email in a professional manner; Relevant administrative experience of routine tasks; 	<ul style="list-style-type: none"> Experience of working in a commercial environment; Experience of working in a multi-purpose leisure environment; Experience of planning, organising and delivering a range of sporting activities/events;

	Essential	Desirable
	<ul style="list-style-type: none"> • Clear, professional communication skills with customers and colleagues; • Ability to promote the facility through a customer focused service; • Knowledge of IT particularly Microsoft products - Word, Excel and Powerpoint; • Ability to organise own workload and prioritise appropriately with minimum supervision; • Accuracy and attention to detail. 	<ul style="list-style-type: none"> • Knowledge of health and safety requirements at work
Job Specific Requirements (please delete this section if not applicable)	<ul style="list-style-type: none"> • Prepared to be flexible with working patterns including early mornings, evenings and weekends, to support the requirements of the service; 	<ul style="list-style-type: none"> • Experience of working shifts, weekends and bank holidays
Personal Attributes	<ul style="list-style-type: none"> • Commitment to engagement in positive working relationships; • Commitment to engage with and contribute actively to the aims and objectives of the University; • Understanding of the University's commitment to Equality and Diversity; • Committed to continuing personal/professional development; 	

	Essential	Desirable
	<ul style="list-style-type: none">• Smart and presentable appearance.• Ability to communicate clearly and effectively with people on various levels.• Ability to work as part of a team:• Ability to handle challenging situations using a calm manner	