

# Job Description

Sports & Fitness Assistant  
Commercial Operations

Directorate of Infrastructure



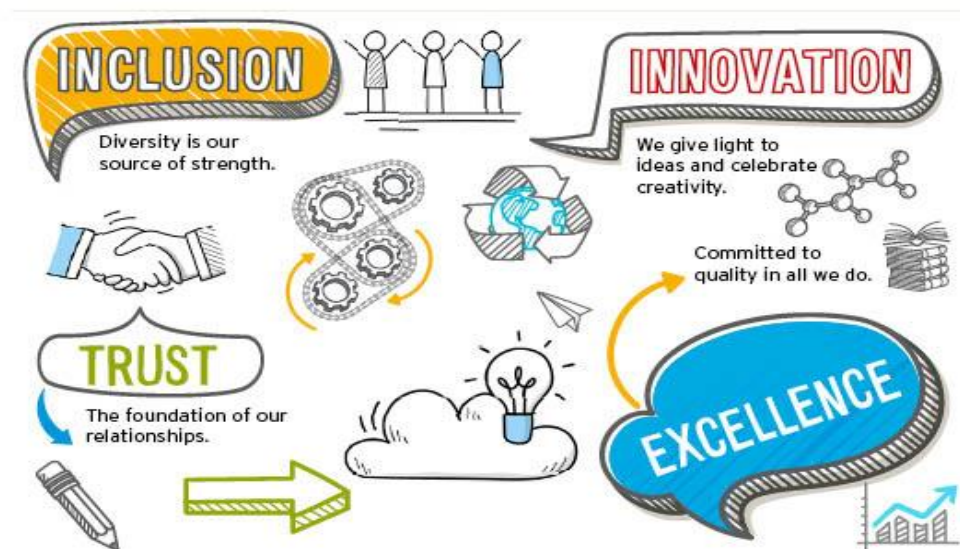
## Brief summary of the role

Role title:	Sports and Fitness Assistant
Grade:	3
Faculty or Directorate:	Professional Services
Service or Department:	Commercial Operations
Location:	Unique Fitness
Reports to:	Front of House Manager
Responsible for:	N/A
Work pattern:	20 hours per week – Monday - Friday (16:30 – 20:30)

# About the University of Bradford

## Values

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion part of everything we do – from how we build our curriculum to how we build our workforce. It is the responsibility of every employee to uphold the university values.



## Equality, Diversity, and Inclusion (EDI)

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion at the heart of everything we do.

We foster a work environment that's inclusive as well as diverse, where staff can be themselves and have the support and adjustments to be successful within their role.

We are dedicated to promoting equality and inclusivity throughout the university and have established several networks where individuals can find support and safe places fostering a sense of belonging and acceptance. We are committed to several equality charters such as Athena Swan, Race Equality Charter, Disability Confident and Stonewall University Champions Programme..

## 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 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.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students.

All colleagues 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.

We are registered members of the University Mental Health Charter. This visibly demonstrates our commitment to achieving cultural change in student and staff mental health and wellbeing across the whole university, whilst supporting the vision of our People Strategy to create a culture and environment of transformational diversity, inclusion and social mobility, creating a place where our values come to life and are evident in our approach.

## 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.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

All employees must always adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security.

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.

## Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974.

All employees of the University who have contact with children, young people, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and Safeguarding Vulnerable Groups Act 2006.

The University is committed to protect and safeguard children, young people and Vulnerable Adults.

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.

## Role holder: essential and desirable attributes

### Qualifications

<b>Essential</b>	<ul style="list-style-type: none"><li>• National Pool Lifeguard Qualification (NPLQ) or requirement to achieve within first two months of probation; Organisation to fund this CPD.</li><li>• Level 2 Fitness Instructor or equivalent or requirement to achieve within first three months of probation; Organisation to fund this CPD.</li><li>• GCSE English and Maths (or equivalent experience).</li></ul>
<b>Desirable</b>	<ul style="list-style-type: none"><li>• Swim England/ASA Swimming Teacher Level 2.</li><li>• CIMSPA (Chartered Institute of the Mgt of Sport and Physical Activity) Pool Operators certificate.</li></ul>

### Experience, skills, and knowledge

<b>Essential</b>	<ul style="list-style-type: none"><li>• Experience of dealing with a wide range of people both face to face, via telephone and email in a professional manner.</li><li>• Relevant administrative experience of routine tasks.</li><li>• Clear, professional communication skills with customers and colleagues.</li><li>• Ability to promote the facility through a customer focused service.</li></ul>
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	<ul style="list-style-type: none"> <li>• Ability to organise own workload and prioritise appropriately with minimum supervision.</li> <li>• Accuracy and attention to detail.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Experience of working in a multi-purpose leisure environment.</li> <li>• Experience of planning, organising and delivering a range of sporting activities/events.</li> <li>• Experience of cash handling.</li> <li>• Knowledge of IT particularly Microsoft products - Word, Excel, PowerPoint.</li> <li>• Understanding of sales and marketing techniques.</li> <li>• Knowledge of health and safety requirements at work.</li> </ul>

Personal attributes

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Commitment to engagement in positive working relationships.</li> <li>• Commitment to engage with and contribute actively to the aims and objectives of the University.</li> <li>• Understanding of the University's commitment to Equality and Diversity.</li> <li>• Committed to continuing personal/professional development.</li> </ul>
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	<ul style="list-style-type: none"><li>• Smart and presentable appearance.</li><li>• Ability to communicate clearly and effectively with people on various levels.</li><li>• Ability to work as part of a team.</li><li>• Prepared to work on a shift pattern which will include some early mornings, evenings, weekends and bank holiday work.</li><li>• Prepared to be flexible with working patterns to support the requirements of the service.</li></ul>
<b>Desirable</b>	

## Main purpose of the role

The primary aim of the role is to deliver and maintain a high level of customer care and an exceptional quality of service across all facility service areas. This includes providing a welcoming and safe environment for all customers, and delivering services and support for all sports, fitness, and health & wellbeing activities. A key focus is to help drive user and membership satisfaction while ensuring high membership retention. Finally, it's crucial to ensure facilities and equipment are always maintained to the highest standard.

## Main duties and responsibilities

*Note: The list below 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*

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. 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.
3. 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, Normal Operating Procedures and Emergency Action Plan. Ensure all accidents are actioned where appropriate, recorded and any serious occurrences are reported to the Sport Centre Manager and/or other required parties.
4. 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.
5. 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.
6. Undertake fitness tests, inductions and monitor individual training programmes. Formulate and adapt exercise programmes and tailor to specific customer

requirements. Create and maintain up-to-date information on all programmes, customer records and all fitness-related administration.

7. Design and deliver Gym Floor and Studio based non-specialised Group Exercise and high intensity interval training (HIIT) sessions to clients of all abilities either in a structured group or ad hoc gym floor setting e.g. timetabled classes, team building/ice breaker sessions targeting other University departments, sports clubs, schools and community groups in conjunction with the Sports Centre Manager.
8. Ensure that Fitness Suite users are advised, assisted and instructed in a manner that provides high customer satisfaction and encourage users to make the most of the fitness suite and to ensure fair use of the equipment.
9. Design and deliver the BEEP referral programme (up to the Level of qualification the individual holds), and work within the set guidelines of the National framework in conjunction with the Facility Management team.
10. Complete operational tasks as and when required including cleaning, pool plant operation, set-up and dismantling of a range of sports and other equipment.
11. Carry out administrative duties including the input and calculation of daily cashing up/banking onto excel spreadsheet for spreadsheet for financial analysis, data basing of member details, analysing payments, running reports, first stage direct debits, salary deductions, stock checks and responding to Unique Fitness emails.
12. 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.
13. To generally assist in furthering the successful development and operation of the facilities, maintaining and improving the standards of the facility, becoming actively involved in development tasks as required.
14. Be pro-active at all times. Ensure up-to-date information on 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.

15. To provide flexible clerical cover and assist in the day-to-day duties of the Front of House Managers.
16. Deal 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.
17. Under guidance and mentoring, assist with marketing and organising promotional events/Open Days, instructional courses and classes.
18. 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.
19. 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 REP's (Register of Exercise Professionals) accreditation and other sport/leisure governing body requirements.
20. 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 Manager.
21. As a university citizen supporting key student events throughout the year such as Open days, clearing, enrolment, and Graduation.