

JOB DESCRIPTION

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| Vacancy reference: | SRF42644 |
| Post Title: | SportsPark Assistant |
| Grade: | Grade 3 |
| School/Department: | SportsPark |
| Reports to: | Duty Manager/ Sports Officer |

Purpose

To assist the Duty Manager and Sports Officer in the day-to-day operation of SportsPark and ensuring the highest level of customer service.

Main duties and responsibilities

- Set up, inspect and maintain equipment and facilities within and around SportsPark.
- Carry out cleaning duties in and around SportsPark.
- Assist with membership enquiries and sales tours.
- Conduct regular patrol duties within and around SportsPark.
- Support reception staff as required.
- Ensure effective lines of communication operate with all work colleagues.
- Assist with all aspects of the day to day running of SportsPark, including administration.
- When required, to be able to travel to our Bulmershe campus to oversee the sports facilities.
- Perform all reasonable duties as requested.

Supervision received

The post holder will report to the Duty Manager/ Sports Officer on shift. They must be able to identify tasks and use initiative to overcome problems in addition to receiving guidance or detailed supervision according to the task being undertaken.

Terms and conditions

36 hours per week average, working across a rotational shift pattern to include early mornings, evenings and weekends.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

PERSON SPECIFICATION

Job Title: SportsPark Assistant

School/Department: SportsPark

| Criteria | Essential | Desirable |
|----------------------------|--|--|
| Skills Required | <ul style="list-style-type: none"> • Good understanding and delivery of customer service • Communicates clearly and concisely • Ability to use initiative • Effective member within a small team environment • Computer literacy including Microsoft Office and Outlook | <ul style="list-style-type: none"> • Ability to operate/administer membership databases • Identifies solutions to day to day issues |
| Attainment | | <ul style="list-style-type: none"> • First Aid at Work certificate • ISRM certificate or equivalent recreation qualification |
| Knowledge | Competent in: <ul style="list-style-type: none"> • Working face to face with customers • Cleaning • Site security • Cash handling | <ul style="list-style-type: none"> • First Aid • Sports centre operational procedures • Set up and inspection of sports equipment • Sales procedures • COSHH • Health and Safety |
| Relevant Experience | <ul style="list-style-type: none"> • Dealing politely and efficiently with customers • Worked in a customer service environment | |
| Disposition | <ul style="list-style-type: none"> • Conscientious and committed • Demonstrates a commitment to professional and personal development of self and team • Takes on new approaches and methods willingly • Plays a positive role within the workplace | |
| Other | <ul style="list-style-type: none"> • The post holder will work on a rotational shift pattern to include early mornings, evenings and weekends • When required be able to travel to our Bulmershe campus and oversee the sports facilities. | |

Completed by: Greg Goddard

Date: 04/01/2022

