

JOB DESCRIPTION

Vacancy reference:	SRF28551
Post Title:	Sports Officer
Grade:	Grade 4
School/Department:	SportsPark
Reports to:	Duty Manager

Purpose

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

Main duties and responsibilities

1. To assist the Duty Manager in the implementation of daily operational procedures ensuring the delivery of a high standard of customer service in all areas of SportsPark's operations.
2. To assist the Duty Manager in training and developing assistants and receptionists giving feedback and guidance.
3. To regularly step up as Duty Manager when required undertaking full facility management following procedures, work practices and staff management.
4. To undertake specific projects or areas of responsibility as agreed with line manager.
5. Set up, inspect and maintain equipment and facilities within and around SportsPark.
6. To supervise and undertake cleaning as necessary, ensuring a high level of cleanliness is maintained.
7. Conduct regular patrol duties within and around SportsPark.
8. Ensure effective lines of communication operate with all work colleagues.
9. Assist with all aspects of the day to day running of SportsPark, including administration.
10. When required, to be able to travel to our Bulmershe campus to manage the sports facilities.
11. Perform all reasonable duties as requested.

Supervision received

The post holder will report to the Duty Manager on shift. They must be able to identify tasks and use initiative to overcome problems in addition to receiving general guidance 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:	School/Department:
Sports Officer (Full Time)	SportsPark

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Good understanding and delivery of customer service • Identifies solutions to day to day issues • Communicates clearly and concisely • Ability to use initiative • Effective member within a small team environment with the ability to step up as Duty Manager when required. • Assist the Duty Manager in training and development of assistants and receptionists • Computer literacy including Microsoft Office and Outlook 	<ul style="list-style-type: none"> • Ability to operate/administer membership databases
Attainment		<ul style="list-style-type: none"> • First Aid at Work certificate • Sports coaching qualifications • ISRM certificate or equivalent recreation qualification
Knowledge	Competent in: <ul style="list-style-type: none"> • Planning operational activities • Health and Safety • Working face to face with customers • Cleaning • Site security • Cash handling • Staff Management 	<ul style="list-style-type: none"> • First Aid • Sports centre operational procedures • Set up and inspection of sports equipment • Sales procedures • COSHH
Relevant Experience	<ul style="list-style-type: none"> • Dealing politely and efficiently with customers • Operational management experience in a sports and leisure 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 manage the sports facilities.	
-------	--	--

Completed by: Greg Goddard	Date: 07/09/2018
----------------------------	------------------