

Job description

Post title and post number	360 Sport & Fitness Sports Assistant (Multiple posts) - 53578
Organisation advertising Description	Hospitality and Accommodation Services within the University of Birmingham
Post number	53578
Full-time/Part-time	Full-time
Duration of post	Permanent
Post is open to:	Internal and External candidates
Grade	Band 300
Salary	Starting salary is normally in the range £16,350 to £17,342. With potential progression once in post to £20,430 a year. New staff are eligible to join the University's new defined contribution pension scheme. Existing staff may continue to receive their current benefits.
Terms and conditions	Support
Additional information	Candidates will have to pass a swimming competency test. 144 hours to be worked over 4 weeks.

Job summary

The main responsibilities of this job cover, life-guarding and dry side facilities management duties assisting the Facility Managers in the effective day-to-day management and operation of all sports facilities managed by UBS. Responsibilities also cover customer service and ensure all services are delivered safely in accordance with the Health and Safety policy.

Main duties

Swimming pool

- Be part of a team of 5 Life-guarding the pool in accordance with the Quality Management System (QMS) and work instructions.
- Manage pool etiquette and lane usage in relation to the Normal Operating Procedure (NOP) and Terms and Conditions of use.
- Set-up the swimming pool according to the timetable using all equipment provided and in accordance with the NOP and Work Instructions. This will include adjusting the depth of the pool in one end and changing the pool from 50m to 2x25m configuration.
- Performing water quality tests for the swimming pool, reporting any results not within working parameters. Carrying out plant room checks.

- Pool vacuum set up and take out, cleaning of the machine.
- Attending training once a month outside of normal shift pattern, lifeguard training, situational training, fire warden training.

Dry side (including indoor and outdoor facilities)

- Set up the dry-side facilities in accordance with the timetables, QMS and work instructions.
- Whilst on duty, be available to customers at indoor & outdoor facilities for enquiries and first aid.
- Help to train new members of staff by showing them how to perform equipment setups to recognised guidelines. All training matrices will be signed off by a duty manager.
- Processing Kings cash collections in accordance with university policy.

General area management duties

- Preparing the facilities prior to opening up. Securing the facilities at the end of business in accordance with the NOP.
- Ensuring facilities and equipment are prepared as and when required i.e. the setting up of courts, sound systems etc. in accordance with the QMS and work instructions.
- Assisting in the safe and tidy storage of equipment throughout the buildings and report any irregularities or recommendations for improvement.
- Patrolling the buildings on a regular basis and carrying out periodic checks on facilities, ensuring their safe and proper use at all times.
- Being vigilant at all times with the internal and external security of the buildings and their contents and taking the appropriate action to prevent or deal with security breaches.
- Initiate Emergency Action Plans when there is a need to.
- Dealing with incidents, injuries and emergencies, completing all relevant documentation and processing.
- Carrying out routine maintenance, and safety checking of equipment as required and to complete relevant documentation. Liaising closely with Estates on matters of routine maintenance of the building, its fixtures and fittings, monitoring the progress of job requests.
- Assisting with the cleaning of facilities and associated amenities including toilets, showers and changing rooms when instructed to do so or when regular patrolling identifies the need to do so.
- Monitor the behaviours of users and ensure compliance with the NOP and Terms and Conditions of Use.
- Monitor equipment inventory stock and inform the Duty Officer when stocks go below the level stated in the NOP.
- To be aware of the health & safety rules that would apply to customers. As an example suitable footwear for court use. Awareness of these rules is included in training.
- To keep the facilities neat and tidy at all times, particularly at the beginning and end of each shift.
- Any other duties that may be required and that are commensurate with the pay grade.
- Help train and support new and casual members of staff.
- Clean the facilities in the absence of cleaning staff where necessary.

To ensure compliance with all health and safety procedures by:

- ensuring all standards & procedures are observed.

- ensuring all staff are fully aware of all the hazards within their working environment.
- ensuring all staff wear the correct protective clothing where relevant.
- ensuring that plant rooms, chemical & cleaning stores and all other areas of high risk are kept locked and secured against unauthorised access.
- ensuring all machinery, plant and equipment are properly maintained, adequately guarded, tested and inspected as necessary with appropriate records kept.
- ensuring the working practices of all contractors working on site
- ensuring good housekeeping takes place.

Skills and Experience

Essential

- A current NPLQ pool lifeguard qualification.
- The ability to pass a swim test must be demonstrated at interview – the NPLQ qualification must be attained within the first 3 months of employment; all relevant training will be given.
- First Aid at Work qualification. (This qualification must be attained within the first 6 months of employment).
- Experience of working with the public in a fast paced customer service environment.
- Experience of working under pressure.
- Basic computer skills.
- Experience as working as part of a team delivering a high quality customer experience.

Desirable

Extensive knowledge and experience of outstanding customer care.