**Professional Services**

**Sport & Recreation Department**

**Senior Sports Operations Assistant (inc Lifeguarding)**

**ZZ007056**

**Information for Candidates**

**THE POST**

Please see the attached job description and person specification.

**THE TERMS OF APPOINTMENT**

Full-time

Permanent

Salary is in the range £20,600 - £22,847 per annum and progress to the top of the scale is by annual increments payable on 1st April each year. Salary is paid into a bank or building society monthly in arrears.

Sports and Recreation hours of work can start from early morning through until late at night, and may include weekends. Hours of work and shift patterns will vary across roles, but this is something we will be happy to discuss in more detail at interview.

Annual leave entitlement is 32 working days in a full leave year. If you work less than 37 hours per week, your leave will be calculated on a pro-rata basis. The leave year commences on 1 October and staff starting and leaving during that period accrue leave on a pro-rata basis. In addition, the University is normally closed from Christmas Eve until New Year’s Day inclusive and on bank holidays.

The Appointee will be entitled to join the Local Government Pension Scheme. The scheme's provisions include an index-linked pension with an option to exchange some pension for a lump sum on retirement together with dependants’ benefits. Contributions by the employee are subject to tax relief.

There is a probationary period of six months during which new staff are expected to demonstrate their suitability for the post.

There is a comprehensive sickness and maternity benefits scheme.

**All interview applicants will be required to bring their passport or full birth certificate and any other 'Right to Work' information to interview where it will be copied and verified.** The successful applicant will not be able to start work until their right to work documentation has been verified.

Please note if you are the successful candidate once the verbal offer of employment has been made and accepted, references will be immediately requested. It is the University’s policy that all employment covering the past three years is referenced. A minimum of two references is required to cover this three-year period of employment or study (where there has been no employment). One of your referees must be your current or most recent employer.

The successful candidate will need to bring documentary evidence of their qualifications to Human Resources on taking up their appointment.

If the position has a requirement for Disclosure and Barring Service check (DBS) or Non-Police Personnel Vetting (NPPV), this will be stated in the advert. Further information will be provided once the selection process has been completed.

All applications must be submitted by 23:59 (UK time) on the closing date published.



**UNIVERSITY OF PORTSMOUTH – RECRUITMENT PAPERWORK**

1. **JOB DESCRIPTION**

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| **Job Title:** | Senior Sports Operations Assistant (inc Lifeguarding) |
| **Grade:**  | 3 |
| **Faculty/Centre:** | Sport & Recreation |
| **Department/Service:****Location:** | Ravelin Sports Centre |
| **Position Reference No:** | ZZ007056 |
| **Responsible to:** | Sports Duty Supervisors |
| **Responsible for:** | N/A |
| **Effective date of job description:** | May 2021 |

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| **Purpose of Job:** |
| We are looking for an excellent individual who is able to work as a Senior Sports Operations Assistant, working as part of an operational team assisting with the daily operation of the facility. You will help ensure that the sports facilities environment is safe for use and that a high level of customer service is maintained at all times. Alongside your responsibility for lifeguarding (providing immediate first aid / water rescue when required), you will help get sport areas ready for activity (including moving equipment safely), wider first aid provision and equipment cleaning; providing a high quality and friendly customer experience. There will also be a requirement for you to cover other operational tasks, as required.In the absence of a Sport’s Duty Supervisor you will be responsible for the effective and efficient supervision of our sports facilities at the University of Portsmouth. You will be accountable for supervising a small operational team and ensuring that the provision of safe, clean and high quality facilities and sport and physical activity opportunities are available to our customers. You will have (or be willing and able to achieve this within 1 month of starting) a current Royal Life Saving Society UK (RLSS) lifeguard qualification (or equivalent) and ideally have experience working as a lifeguard. In addition you will have a Pool Plant Operators Certificate or have the ability to pass this requirement within the first 3 months. You will have good communication skills and have a helpful attitude towards customers.You will play a key role in enhancing the University’s reputation for sport, and establish the University as one of the leading modern universities for sport within the HE sector. The post holder will ensure that the role is delivered in line with our vision, mission and values at all times. You should be a highly motivated individual with a real passion for sport.The post holder will work a 37 hour week, with your working hours on a shift based system which will include the requirement for you to work early mornings, late evenings, weekends, University Closure days and Bank Holidays over a 362 day a year service. You will be primarily based at Ravelin Sports Centre, however will be required to work at any of our sports facilities when needed |

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| **Key Responsibilities:** |
| **Mission, Vision & Values**1. As part of the UoP Sport Team, proactively ensure UoP Sport and the University of Portsmouth’s reputation and values are promoted and upheld in all aspects of your work and sports delivery
2. Support the University's commitment to equality, diversity, respect and dignity, creating an environment in which individuals will be treated on the basis of their merits, abilities and potential, regardless of gender, racial or national origin, disability, religion or belief, sexual orientation, age or family circumstances

**Operations and service delivery**1. The timely and efficient setup and dismantling of equipment relating to sports centre activities, for example, student sports clubs, swimming galas, coaching and teaching activities, regular bookings and events
2. Maintain high standards of cleanliness and hygiene at all times via scheduled cleaning programmes and pro-active building patrols, making use of work-related machinery, e.g., ride-on cleaning machines as required
3. To support the delivery of preventative maintenance programme via regular inspections of the sports centre, reporting faults to appropriate colleagues
4. Provide 1st aid where required following first aid practices in accordance with our service procedures
5. Adhering to Health and Safety procedures and reporting accidents to the Duty Supervisor
6. Act in accordance with the sports centre normal operating procedures, risk assessments, emergency action plan and departmental procedures at all times
7. To support the day to day cleaning and maintenance of the fitness equipment in a manner consistent with safe working practice, bringing to the attention of the Health and Fitness Officer any major faults or repairs
8. Undertaking additional duties and activities that may be necessary when providing cover in the absence of the Health & Fitness Instructor with cases of sickness, annual leave or special events, which include
	1. Supervising all customers to ensure correct use of fitness training equipment
9. Undertaking additional duties and activities that may be necessary when providing cover in the absence of the Sports Duty Supervisor with cases of sickness, annual leave or special events, which include
	1. To have responsibility for the shift teams implementing the daily operational procedures and work practices
	2. Supporting efficient and safe operation of the sports facilities, that may include opening up and closing down procedures of sports facilities
	3. To ensure that the Swimming Pool is adequately manned at all opening times, following the facilities relevant procedures
	4. To be responsible for the security of the facilities, including being a key holder for the facilities (opening & locking up), patrolling the facilities (both with other staff and as the last person to leave), checking of access rights of customers etc
	5. To be responsible for ensuring that facilities are fit for purpose, including checking of facilities and equipment in accordance with agreed schedules
	6. To be responsible for the preparation of facilities, and pre and post activity for the cleanliness of the facilities

**Poolside Supervision and Lifeguarding**1. Function as a Lifeguard, maintaining the highest levels of vigilance whilst supervising swimmers, anticipating problems to prevent accidents and emergency situations from developing.
2. Provide immediate rescue and first aid when required
3. Carry out regular safety checks to poolside rescue equipment and conduct regular swimming pool water tests, reporting anomalies to appropriate colleagues in accordance with departmental procedures
4. Support pool set up and close down procedures including wash downs of all wet side areas
5. To attend monthly training sessions (at least 1 per month) to maintain validity of the NPLQ qualification.
6. To assist in the efficient running of the swimming pool plant room in accordance with procedures directed by the Sports Facilities Operations Manager and the Estates team
7. To assist in maintaining pool water to a clean, high standard, ensuring regular daily water tests are done, backwashing if required and control over which equipment has access to the pool
8. To liaise with the Estates team to ensure any problems relating to the Pool plant is rectified quickly
9. To ensure the cleaning programme for the Pool, Sauna, Steam Room and associated areas is carried out to the highest standards
10. To ensure the Pool Storerooms, Chemical Rooms and Plant Room are kept in accordance with designated procedures
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| **Customer experience**1. To provide excellent customer service and a welcome and safe environment to all visitors
2. Support the day to day presentation of all areas of sports facility buildings, ensuring displayed information is up to date, relevant and accurate and that each area is safe, clean and in a condition to provide a high level customer experience

**Departmental support**1. Attending training, meetings and forums as required to contribute to the development of the service
2. To exhibit a flexible approach to work, providing cover in cases of sickness, annual leave or special events
3. Undertaking other duties and activities that may be necessary from time to time in accordance with the needs of the department

In addition to the above all UoP Sport staff are required to:1. Adhere to all university policies and procedures, including Equality and Diversity and

Health and Safety1. Respect confidentiality: all confidential information should be kept in confidence and

not released to unauthorised persons1. Undertake appropriate learning and development activities as required
2. Participate in the University annual Performance Development & Review scheme
3. Adhere to University’s environmental policy and guidelines and undertake

tasks in a sustainable manner1. Demonstrate excellent Customer Care in dealing with all customers

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post. |

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| **Working Relationships:** |
| * Head of Sport & Recreation and Senior Management Team
* Colleagues – across all levels within Sport and Recreation and the wider University Community
* Senior Level University staff including Heads of Professional Services, UEB, EPG and Governors
* Internal - Students Union, HR, Academic Departments
* External - BUCS, Sport England, NGB’s, professional bodies
* External visitors
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1. **PERSON SPECIFICATION**

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| **No** | **Attributes** | **Rating** | **Source** |
| **1.** | **Specific Knowledge & Experience** |  |  |
|   | Some experience in a leisure facility or a nationally recognised sports related qualification | E | AF, S |
|  | Experience of working in a customer led, service environment | E | AF, S |
|  | Experience of using a leisure management system | D | AF, S |
|  | Minimum 6 months experience of lifeguarding | D | AF, S |
|  | Experience of with cleaning materials, with knowledge of COSHH regulations; | D | AF, S |
| **2.** | **Skills & Abilities** |  |  |
|   | The ability to work on own initiative as well as in a team | E | AF, S |
|   | Ability to relate well to students, staff, student clubs & other users. | E | AF, S |
|   | Good customer service skills | E | AF, S |
|   | Effective verbal communication skills | E | AF, S |
|   | Basic IT skills | E | AF, S |
|  | Basic First Aid skills | D | AF, S |
|  | Knowledge of tool use and basic equipment maintenance | D | AF.S |
| **3.** | **Qualifications, Education & Training** |  |  |
|   | Evidence of educational competence i.e. GCSE Maths and English C Grade | E | AF, S |
|   | An appropriate lifesaving qualification (preferablyNPLQ or NRASTC or equivalent) or the ability towork towards this within 1 month of appointment | E | AF, S |
|  | Pool Plant Operators Certificate, or ability to pass within first 3 months | E | AF, S |
|  | A First Aid at Work Certificate or the ability towork towards this within 1 month of appointment | E | AF, S |
|  | Level 2 Gym Instructor qualification or industry recognised equivalent , or ability to pass within first 3 months | E | AF, S |

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| **4.** | **Other Requirements** |  |  |
|   | An Enhanced Disclosure and Barring Service (DBS) check is required for this post | E | AF, S |
|  | A willingness to undertake further training as required | E | AF, S |
|  | A commitment to observe the University’s Equal Opportunities and Health & Safety policies at all times | E | AF, S |
|  | Evidence a good working knowledge of equal opportunities andunderstanding of diversity in the workplace | E | AF, S |
|  | An active role model for the sustaining of a positive work culture | E | AF, S |

**Legend**

Rating of attribute: E = essential; D = desirable

Source of evidence: AF = Application Form; S = Selection Programme (including Assessment Day, Interview, Test, Presentation)

1. **JOB HAZARD IDENTIFICATION FORM**

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| **Please tick box(s) if any of the below are likely to be encountered in this role. This is in order to identify potential job related hazards and minimise associated health effects as far as possible. Please use the** [**Job Hazard Information**](http://www.port.ac.uk/departments/services/humanresources/recruitmentandselection/informationforrecruiters/essentialinformationandformsforrecruiters/) **document in order to do this.**  |
| 1. International travel/Fieldwork  |  | 13. Substances to which COSHH regulations apply (including microorganisms, animal allergens, wood dust, chemicals, skin sensitizers and irritants, welding fume)  | x |
| 2. Manual Handling (of loads/people)  | x | 14. Working at height |  |
| 3. Human tissue/body fluids (e.g. Healthcare settings, First Aiders, Nursery workers, Laboratory workers) |  | 15. Working with sewage, drains, river or canal water  |  |
| 4. Genetically modified Organisms  |  | 16. Confined spaces |  |
| 5. Noise > 80 DbA  |  | 17. Vibrating tools  |  |
| 6. Night Working (between 2200 hrs and 0600 hrs) |  | 18. Diving |  |
| 7. Display screen equipment |  | 19. Compressed gases |  |
| 8. Repetitive tasks (e.g. pipette use, etc)  | x | 20. Small print/colour coding |  |
| 9. Ionising radiation/non-ionising radiation/lasers/UV radiation  | 21. Soil/bio-aerosols |  |
| 10. Asbestos and/or lead  | 22. Nanomaterials  |
| 11. Driving on University business: mini-bus (over 9 seats), van, bus, forklift truck, drones only)  | 23. Workplace stressors (e.g. workload, relationships, job role, etc.)  |
| 12. Food handling  | 24. Other (please specify)  |

**Completed by Line Manager/Supervisor:**

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| **Name (block capitals)** | April Yeates |
| **Date** | MAY 2021 |
| **Extension number** | 5503 |

Managers should use this form and the information contained in it during induction of new staff to identify any training needs or requirement for referral to Occupational Health (OH).

Should any of this associated information be unavailable please contact OH (Tel: 023 9284 3187) so that appropriate advice can be given.