



Job Description

Job Title	Sport and Health Assistant
School/Service/Institute	Estates and Commercial Services
Normal Workbase	Stoke
Tenure	Permanent
Grade/Salary	Grade 3
FTE/Hours	1.0 FTE

Job Purpose

To assist in the provision of a high-quality service for students, staff and the general public at the Sports Centre, through delivering effective customer service and maintaining safe and efficient facilities.

Relationships

Reporting to:	Sports Operations and Development Manager
Responsible for:	No line management responsibility
Key working relationships:	Estates & Commercial Services

Main Activities

- To assist with daily operations of activities and events ensuring effective, accurate and timely set ups and take downs (Sometimes involving heavy equipment).
- To assist and supervise members in their use of facilities, ensuring their safety and wellbeing at all times
- To carry out inductions with new members as required.
- Establish and maintain excellent relationships with customers and potential customers, handling and escalating queries and complaints where appropriate.
- To undertake cleaning duties as required to ensure the facilities are well presented and monitor standards of cleanliness.
- Carry out regular equipment and facility inspections and reporting any faults or defects.

- As a trained first aider, deal with accidents or injuries as they occur and ensure that the necessary steps are taken to prevent reoccurrences and that the relevant documentation is completed.
- Provide reception cover and other related duties as required, including making bookings on the computerised booking system and taking payments.
- Undertake any other duties which may be required and are compatible with the post and its general responsibilities.
- The role holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy
- To undertake other such responsibilities as may reasonably be required.
- To undertake appropriate professional development and mandatory training activities as identified or required (See Professional Development section).
- The role holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy

Special Conditions

This is a permanent, full-time post working 37 hours over a 7-day week on a shift basis. The requirement to work on an agreed shift pattern which includes weekends and/or evenings is recognised within the level of the grading of the post.

The post holder will be required to undertake relevant training in order to meet the developing demands of the Service. In particular, specific training in relation to the operation of the computerised booking system, the use of specialist sports equipment, manual handling, fire safety and first aid will be necessary.

Professional Development

The University will support and encourage the postholder to engage in continuous professional development activities through the YOURCareer@Staffs framework. This framework supports postholders to identify appropriate development opportunities.

Continuing Professional Development (CPD) activity will be recognised by a bi-annual Performance and Development Review (PDR) discussion.

Variation to Job Description

The University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus, it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

The postholder will be employed by Staffordshire University Services Limited.

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which recruits and provides both academic and professional support staff to the University. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.

Application Procedure

We encourage applicants to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

We ask that all applicants ensure that they have provided comprehensive information under each criterion in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.

The University will use anonymous application forms for this role; however, we recognise that applicants may want to include additional information. If you choose to upload any supporting documents that contain identifiable data, your application will no longer be considered anonymous.