

**Sports Attendant**

**Sports Development Service** **University of Stirling Campus**

**Grade 4**

**Organisational Structure**

Reports to: Duty Officer for day-to-day operations and the Operations Manager for additional support.

**The Role**

Based across the range of University of Stirling sports facilities, the Sports Attendant will assist with the implementation of the University of Stirling Sport strategy relating to facilities management by maintaining and improving customer service. The role holder will be expected to show excellence in customer care when dealing with all enquires and provide a responsive life guarding and sports attendant service, prepare activity and associated areas for use, ensure that activity areas are safe and monitor the use of all sports and associated areas. The role holder may be asked by Operations Manager to cover the duties of a Duty Officer when required.

**Additional Information/Special Conditions**

* A working pattern operates and the nature of the duties will require the job holder to work early morning, evenings, weekends and bank holidays and a show willingness to work additional hours to cover holidays, sickness and large events.
* The earliest shift starts at 5.30am and the latest shift ends at 10.30pm.
* A full-time working week is 36 hours.
* Sports Attendants will receive a 1 hour, unpaid break for a shift over 6 hours.
* Sports Attendants are normally expected to work two weekends in three.
* The successful candidate will be expected to wear uniform.
* The successful applicants for the full-time post will work on a three week rota.
* Attendance at staff training (currently on Friday afternoons from 1pm-3pm) is compulsory and part of the shift pattern.
* Working patterns may be subject to change on completion of University of Stirling Sport’s facility redevelopment.

**Key Duties and Responsibilities**

**Life Guarding**

* To carry out the role of a professional rescuer by preventing accidents and ensuring the safety of all customers, staff and other users of the swimming pool
* To maintain a safe swimming pool environment by utilising skills acquired through training and understanding of the Normal Operating Procedures and Emergency Action Plan
* To attend staff training in accordance with agreed procedures and practices

**Attending**

* To assist in the preparation of all activity areas, meeting rooms and changing areas for use, and in accordance with the front of house system
* To monitor use of all facilities
* To ensure all equipment and facilities are safe, clean and tidy
* To promoting safe and effective exercise, including supervision of activities in fitness centre and activity areas
* To undertake portering duties as required, which can include manual handling, in accordance with University policies and practices

**Customer Care**

* To act as a source of information to encourage repeat and new business
* To act as a point of contact for any customer enquiries
* To respond, resolve or refer issues raised by customers in accordance with agreed procedures and practices and in a polite and constructive manner
* To contribute to the development of customer care policies and practices
* To monitor the safe use of the facilities to ensure that only members and paying customers enjoy the facilities
* To assist with visits and tours of the facilities when required
* To participate in resolving and responding to customer queries and feedback until such times as the customer is satisfied
* To present a friendly, efficient and effective front-of-house service

**Service Development**

* To work in accordance with service standards set by the University of Stirling Sport and from time to time contribute in the review and development of customer standards in response to customer feedback
* To contribute to the process of continuous improvement
* To work as part of a team, contribute to and support the work of colleagues

**Administration**

* To assist with daily checks and administrative activities

**Continuous Improvement**

* To attend and participate in regular staff training and development activities relevant to the role
* To keep essential lifeguarding and first aid qualifications and training records up to date
* To contribute to the continuous development of the service

**Health, Safety and Security**

* To adhere to University policies
* To follow safe methods of work
* To follow emergency procedures as outlined and provided in the Emergency Action Plan
* To ensure other staff adhere to safe methods of work
* To respond to all incidents and/or accidents and ensure they are followed up by reporting and recording the detail in accordance with agreed procedures and practices
* To respond promptly to reports of repair and/or damage to equipment or buildings, fixtures and fittings, and assisting with minor repairs where appropriate. This includes keeping a record of the repairs which have been logged with Estates and Campus Services and chasing the repair and/or return of equipment
* To assist in the maintenance of a safe and hygienic physical environment throughout the sports facilities
* To ensure all sports facilities and grounds are kept free from rubbish or debris

**Administering**

* To complete all records required accurately and diligently
* To ensure that a full handover is provided to other Sports Attendant staff and/or the Duty Officer (when appropriate), to highlight outstanding actions and issues that have arisen during shift
* To process items of lost property in accordance with University procedures and practices
* To take delivery and receipt of items of mail when required

**Communicating**

* To communicate effectively with staff and customers

**Miscellaneous**

* To undertake other duties as may be required by the Operations Manager

**Person Specification**

Essential Criteria

* Hold a current STA or RLSS Pool Lifeguard qualification or equivalent
* Hold a current and recognised National Pool Plant Operators certificate, or willingness to achieve within first three months of role
* Hold a recognised First Aid certificate
* Significant experience within the sport or leisure industry (lifeguard and sports/leisure attendant experience preferred)
* Positive attitude and experience of making decisions and using judgement and initiative to solve problems
* Evidence of excellent written and verbal communication skills
* Evidence of strong organisational and interpersonal skills
* The ability to prioritise workload
* A friendly and approachable manner
* Ability and confidence working in a busy customer facing role
* Team working experience
* Flexibility in terms of hours and days of work
* Willing to work unsocial hours, weekends or public holidays as required
* Willingness to work additional or alternative hours by arrangement to cover holidays, sickness, etc.
* A demonstrated commitment to customer service
* Ability to build effective relationships
* An ability to work under pressure
* Experience of making decisions and using judgement and initiative to solve problems
* Evidence of being self-motivated with a “can do” style and approach
* Computer literate, with experience of using Microsoft packages such as Outlook, Word and Excel
* A passport holder or be eligible to apply for a passport
* Successful Disclosure Scotland clearance, or willingness to apply for Disclosure Scotland clearance

**Desirable Criteria**

* Experience of supervising and leading a team
* Experience of reviewing and updating health and safety documents
* Further qualifications in sport, leisure, safety or fitness
* Experience of using a front of house leisure or facility management system
* Experience of front-line service delivery
* Experience of cash reconciliation
* Sales experience