

Duty Officer – Estates and Campus Services – Grade F

Job Description

Purpose

Operational shift management of Sir Tom Finney Sports Centre.

Lead a team of staff, class instructors and sports coaches in the day to day running of the sports facilities.

To provide a high-quality sport service to all customers so they can play, compete, coach, train or spectate in a safe, secure and professional environment.

To promote all aspects of sport provision at University of Lancashire sports facilities to help achieve the aims of the sports strategy.

Duties

1. Operational shift management responsibility for the centre, its staff and all users.
2. Ensure the effective management, leadership, supervision, co-ordination, performance, appraisal, PPD, mentoring, training and development of Duty Supervisors, Fitness Instructors, Sports Assistants and volunteers.
3. Manage staff, class instructors and sports coaches to ensure the sports areas are equipped for purpose and safe for use on a daily basis.
4. Utilise spare facility capacity within the calendar year to generate additional external revenue
5. Sport and physical activity development of STFSC including organising both sport and healthy well-being engagement activities and events throughout the University and outreach work. Develop and maintain links with internal departments, external bodies and the public to facilitate a large programme of diverse events and actively promote sports services and the University.
6. Budgetary control of the sports centre and equipment within allocation agreed. Use and control of the purchasing card and transaction log, payroll authorisation, contracts, cash, memberships, financial order systems and equipment, IGA activity. Receive and account for all cash and card payments and transactions. Manage the daily cash reconciliation and banking.
7. Be accountable for specific areas of responsibility, their development and smooth running (e.g. Fitness Suite; HR functions monitoring leave, TOIL, sickness absence, shift rota, payment of part-time staff; Reception, Finance, Bookings; Marketing Events and External Liaison and Promotions).

8. Implement health and safety policies and regulations including conducting risk assessments, ensuring the safety and security of equipment and members at all times. Reporting any damage/faults and monitoring their status of repair/replacement.
9. Manage, train and supervise staff in the preparation for large-scale events and the moving, erecting and dismantling of specialist equipment and services.
10. Deliver training to both staff and individual/groups of customers on all aspects of the University including specific health and fitness related topics, including Fitness Assessments, PT, inductions, group fitness and sports sessions.
11. Recruitment, selection, training and induction of staff and chairing interview panels.
12. Contribute to the Development and delivery of a marketing plan to Promote the facilities and services to customers, internal and external stakeholders at a local, national level?
13. Design, conduct and analyse customer surveys and write reports. Ensure effective communication is in place for feedback on service delivery to make information lead decisions to rectify issues.
14. Collect, collate and analyse statistics (KPIs) on usage of specific areas and write reports. (E.g. Fitness Suite Usage, Class Usage, Club Participation).
15. Development and review of operational policy and procedure, including weekly management meetings on specific areas of responsibility with staff to create a culture of continuous
16. With regards to the nature of your role and its impact upon our students, make an active contribution to and support the improvement of the student experience.
17. Undertake other relevant duties and responsibilities appropriate to the grade of the post.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Previous experience of work in a sports facility or sports environment in a supervisory position. (Application/Interview).
- Degree in sport or management related subject or equivalent experiential learning. (Application/Interview).
- Current First Aid at Work qualification (Application/Interview)

- Experience of being responsible for the overall day to day operation of sports facilities. (Application/Interview).
- Understanding of Health & Safety issues as they relate to supervision of sports facilities. (Application/Interview).
- Excellent communication, interpersonal and customer care skills. (Application/Interview).
- Knowledge of and commitment to student sport and physical activity. (Application/Interview).
- Ability to supervise students, staff and all other users of sports facilities. (Application/Interview).
- Flexible and adaptable attitude to work and working patterns (Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Professional Health & Safety qualification e.g. IOSH (training will be provided). (Application).
- Previous experience of line management in a sports facility or sports environment. (Application/Interview)
- Gym Instructor (NVQ) Level 2 (Application/Interview).
- Knowledge of student sport and BUCS (Application/Interview).
- Experience and ability to plan and deliver large sporting events (Application/Interview)