

Duty Supervisor – Estates and Campus Services – Grade E

Job Description

Purpose

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 support the work of the Duty Officers and other members of the team in the day-to-day running of the facility.

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

Duties

1. Assist with the day to day running of Sir Tom Finney Sports Centre to ensure the health, safety and welfare all users.
2. Assist in delivering the highest quality sports service, applying industry wide good practice. and legislation to help maximise customer satisfaction, participation and income generation in line with the sport strategy.
3. Liaise with other areas of the university as required e.g. academic departments, the Student's Union, and other university staff to ensure student and community sport including sports partners is delivered to the highest standards.
4. Staff STFSC office/reception and efficiently operate membership, booking and other operational systems.
5. Ensure activity areas are equipped for their purpose and are clean and safe for users with regular checks, and report faults to the appropriate contact to ensure they are rectified.
6. Patrol STFSC to ensure correct and safe usage of activity areas and deal with any emergencies and incidents that may occur, reporting them to the Duty Officer.
7. Support the operation of all systems at sports facilities e.g. membership, booking, access and financial systems, digital media, virtual service via the Moves+ app and other technology.
8. Liaise with all users, providing advice where appropriate, commensurate with the scale of the post and feedback to the Duty Officer on any areas of concern.
9. Plan, organise and run sport and fitness events to enhance the student experience.

10. Collate data, conduct surveys and write reports to achieve high levels of customer satisfaction.
11. Cover the Fitness Suite, including conducting Inductions, performing Fitness Assessments and designing Training Programmes.
12. To provide cover and assistance for colleagues as appropriate, including deputising for the Duty Officer, on occasion.
13. Any other duties determined by the Sport & Physical Activity Manager commensurate with the grade of the post.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Previous experience of working in a sports facility or sports environment (Application/Interview).
- A range of GCSEs, including English Language and Math's at Grade C or above, or appropriate equivalent experiential learning (Application).
- First Aid at Work qualification (Application).
- Understanding of Health & Safety issues as they relate to supervision of sports facilities (Application/Interview).
- Knowledge of and commitment to student sport and physical activity (Application/Interview).
- Excellent communication, interpersonal and customer care skills (Application/Interview).
- Ability to work on own initiative and under pressure (Application/Interview).
- Flexible and adaptable attitude to work and working patterns (Interview).
- An understanding of and demonstrable commitment to the University's Values of Common Sense, Compassion, Teamwork, Attention to Detail and Trust, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Knowledge and experience in sports development (Application/Interview).