

Job Description – Leisure Operations Apprentice (12 month contract)

GRADE & SALARY: HSV 1 (£10,105-£12,485) per annum plus Performance Related Pay

DEPARTMENT: HSV Operations

RESPONSIBLE TO: Senior Duty Assistant / Duty Manager

RESPONSIBLE FOR: None

JOB PURPOSE

To assist the Duty Management team with the efficient and effective day to day running of Hertfordshire Sports Village, in order to ensure:

- (a) the facilities are clean, safe and welcoming and both facilities and services comply with relevant health and safety legalisation.
- (b) provision of a consistent, high quality customer-oriented service to students, staff and the broader community through implementation of agreed operating procedures and standards.

MAIN DUTIES AND RESPONSIBILITIES

The Leisure Operations Apprentice will work with all staff across Hertfordshire Sports Village to ensure our mission and strategy is achieved through the following duties and responsibilities.

Responsibilities and Accountabilities:		
Key Result Areas	Key Tasks	Key Performance Indicators & Measures
Personnel	To carry out agreed staff standards as per normal operating procedures	Staff to wear the correct uniform and to adhere to the staff standards at all times
Facilities and Maintenance	To take responsibility for reporting any maintenance and cleaning issues to the appropriate Duty Manager	Check sheets completed and any issues highlighted to Duty Manager

	Attend to the cleanliness of the building in particular 'spot cleaning' of the facilities. Cleaning duties will be required for the 'wet' and 'dry' side changing rooms.	
Conference/ Bookings and Events	Assist the relevant Duty Manager with the preparation and delivery of all bookings and events poolside, dry side and outdoors Ensure all aspects of student sport are delivered at the highest level possible.	Carrying out set ups correctly and on time
Health and Safety	Keep essential qualifications up to date (NPLQ, First aid) through regular training and renewals in order to give trained assistance and direction to customers in difficulty and in accordance with relevant training. Monitoring and guiding the activities of users to endeavour to prevent injury, misuse and damage to facilities, equipment or other people. Attend training sessions as detailed in emergency and operating procedures. To carry out the supervision of the pool and all associated tasks including water quality tests and change in pool set-up as per emergency and operating procedures.	Essential qualifications up kept up to date (NPLQ and First Aid) through regular training and renewals in order to give trained assistance and direction to customers in difficulty and in accordance with relevant training.
Systems and Administration	To adhere to the emergency and normal operating procedures. Complete relevant health, safety and cleanliness checks, complete paperwork and act upon findings in accordance with normal operating procedures. To keep up to date with changes and developments across the centre.	Check sheets completed and any issues highlighted to Duty Manager Attend training, briefings and meetings
Customer Care	To interact in a positive manner with our customers, upholding our customer care objectives at all times.	

General Duties	<p>To cover other areas of the centre as deemed appropriate by the duty manager.</p> <p>To contribute positively to the development of the business through attendance at team meetings and input into operational development.</p> <p>Undertake any areas of responsibility or tasks that the duty management team may deem appropriate to the level of the post</p>	
North Herts College	<p>Undertaking the course, an NVQ and Technical Certificate level 2 with Key Skills is a condition of employment.</p> <p>The position is in conjunction with North Herts College.</p>	Complete work set by tutor within the agreed time frame.

OTHER TASKS

To contribute positively to the development of the wider UH Sport and Sports Village business.

Undertake any tasks or additional responsibility that the Director of Sport may deem appropriate to the level of the post.

SUPERVISION RECEIVED

The Leisure Operation Apprentice will report to their respective Senior Duty Assistant or Duty Manager, who will provide regular informal meetings and supervision, annual appraisal and reviews. The level of this post requires the post holder to work under their own initiative.

SUPERVISION GIVEN

None.

CONTACTS

Internal - all customers and potential customers of the Sports Village; staff from different areas within the company; staff within the University including academics, management, support services and subsidiary companies; staff from the PFI partner company (Derwent); other internal suppliers of services.

External - Clubs, organisations and individuals who use or could use the facilities and services. Customers from the community, businesses and business organisations, local authorities, including education and leisure services, external agencies and suppliers, professional and amateur sports clubs and organisations, local and national media.

TERMS AND CONDITIONS OF EMPLOYMENT

Conditions of service

Hertfordshire Sports Village and other sports activities within the University of Hertfordshire are managed by Polyfield Property Ltd., which is a wholly owned subsidiary company of the University of Hertfordshire. The terms and conditions of employment are reviewed by the Board of Polyfield Property Ltd.

Hours of Work

This post is a full time position (1.0 FTE) consisting of 40 hours per week. Actual working hours will vary as per business requirements. This position requires the post holder to be flexible and when necessary support the staff on shift, at times offering cover, which may include early mornings, evenings, weekends and bank holidays. Time off in lieu (at flat rate) is given for hours worked in excess of the standard week.

Annual Leave

The annual leave year runs from 1st October to 30th September. Staff are entitled to 22 working days paid holiday (pro rata for part time contracts) during the course of the holiday year. After two years continuous service, holiday entitlement will increase to 23 days and after four years an additional 2 days are awarded. Time off in Lieu will be awarded (at flat rate) for hours worked on bank holidays.

Salary: HSV1 - £10,105 - £ 12,485 (dependent on experience) Plus Performance Related Pay

An annual pay increase to recognise the cost of living/inflation will be paid subject to approval by the Board of Polyfield Property Ltd. The post is subject to performance review and may qualify for a performance related bonus after completion of a probationary period. Salaries are paid in arrears by credit transfer to a named bank or building society

Pension

All members of staff are automatically included in the Local Government Pension Scheme, which is a contributory scheme with the employee paying approximately 6% of salary and the employer making a similar contribution (the employer's rate is determined through a triennial Actuarial assessment) – **unless they opt out of the scheme**. Details will be given to the successful applicant. The scheme is administered by Hertfordshire County Council through Serco Solutions on behalf of the University

Additional Benefits

Staff are welcome to use the facilities at Hertfordshire Sports Village in accordance with our staff usage policy. Staff may also nominate one person to receive a discounted membership.

A uniform is provided for all appropriate staff.

As a subsidiary company of the University of Hertfordshire staff may utilise all benefits open to UH staff, this includes access to catering outlets and Learning Resource Centre, discounted travel on Uno buses, access to discounted nursery facilities and Busy Bees child care vouchers. Staff may also access courses run by the Staff Development Unit, University and Associated Colleges, assuming this does not conflict with requirements of your post.

There is a sick pay/sick leave scheme in operation.

November 2017

REHABILITATION OF OFFENDERS ACT

DISCLOSURE AND BARRING SERVICE

This post is exempt under the Rehabilitation of Offenders Act 1974 as amended. The University requires that the successful applicant who is offered employment will be subject to a criminal record check from the Disclosure and Barring Service (DBS) before the appointment is confirmed. An Enhanced Disclosure will be required and this will include details of cautions, reprimands or final warnings, as well as convictions. The University of Hertfordshire complies with the 'Code of Practice for Registered Persons and other recipients of Disclosure Information'.

Job Specification: Leisure Operations Apprentice

Key Result Areas	Essential	Desirable
Education & Qualifications	<p>GCSE or equivalent industry specific qualifications including Maths and English</p> <p>Current First Aid at Work or the ability to achieve within 3 months</p> <p>Current NPLQ qualification or the ability to achieve within 3 months</p>	<p>A level or equivalent industry specific qualifications</p> <p>Coaching qualifications</p>
Experience	No previous leisure experience required	Operational experience in the leisure industry
Skills & Abilities	<p>Relationship Management & Team Work – is able to build effective working relationships at all levels with ease. Is approachable and flexible in style, and is respected by others. Is a team player, and a visible member of staff across the business.</p> <p>Communication and Influence – is able to communicate openly and effectively at all levels in the business, engaging others to understand what is being communicated. Drives two-way communication across their teams and wider colleagues, thereby enhancing working relationships.</p> <p>Ability to work flexible and unsociable hours</p>	
Key Competencies	<ul style="list-style-type: none"> • Demonstrates our values at all times: Welcoming, Extra Mile, Leadership, Consistency, Open & Honest, Memorable, Enthusiastic About Continuous Improvement and Sport First 	

Closing Date: TBC

Provisional interview date: TBC

For an informal discussion or specific questions about this opportunity please contact:

James Bennett

Operations Manager

Direct Line: 01707 285195

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