

**Job Description – Senior Duty Assistant (Team Leader)**

**GRADE & SALARY:** HSV3/4 - £19,580-£22,513 per annum plus Performance Related Pay

**DEPARTMENT:** Operations

**RESPONSIBLE TO:** Duty Manager

**RESPONSIBLE FOR:** All staff working on shift

**JOB PURPOSE**

The post holder will lead by example and oversee all staff working on shift ensuring the facilities are clean, safe and welcoming in accordance with written procedures and that service is delivered to all members in-line with our vision, mission and values.

The postholder will work closely with all staff to ensure operational processes and practices are documented, communicated and implemented effectively.

**MAIN DUTIES AND RESPONSIBILITIES**

Responsibilities and Accountabilities:		
Key Result Areas	Key Tasks	Key Performance Indicators & Measures
Service Delivery and Development	<p>Whilst on shift, resolve any customer concerns promptly and efficiently.</p> <p>Interact via face to face, telephone or electronic communication, in a positive manner with our guests, upholding our values at all times and provide correct and up to date information.</p> <p>Keep up-to-date with changes and developments across the centre to enhance team and post holder knowledge and to enable the provision of correct information to customers at all times.</p> <p>Support with the review, implementation and staff training of the Normal Operating Procedures and Emergency Action Plans.</p> <p>Assist with the preparation and delivery of all bookings and events poolside, dry side and outdoors and ensure all aspects of student sport are delivered at the highest level possible.</p>	<p>Demonstrable knowledge of all areas of the Sports Village and College Lane sports activities as well as other areas of the campus.</p> <p>Evidence of all shift documents and checks have been completed in accordance with written procedures.</p> <p>Contribute positively to the development of the business through attendance at team meetings and input into operational development.</p> <p>Identify areas of training for self or others, which will mutually benefit the business and individual.</p> <p>Considerable knowledge of all areas of the Sports Village and College Lane sports activities as well as other areas of the campus.</p>

	<p>Responsible for reporting any maintenance and cleaning issues to the appropriate Duty Manager and attend to the cleanliness of the building in particular 'spot cleaning' of the facilities.</p>	<p>Complete relevant health, safety and cleanliness checks, complete paperwork and act upon findings in accordance with normal operating procedures.</p> <p>Keep up to date with changes and developments across the centre.</p>
<p>Team &amp; Activity Management</p>	<p>Assist the Duty Managers in the recruitment of permanent and casual staff, appointing staff in line with our values.</p> <p>Assist with the training of new, permanent and casual staff.</p> <p>To provide administrative support to the DM with all administrative processes.</p> <p>Assist the training team and Duty Manager in identify and delivering any in house training to new and established (customer care, manual handling, NPLQ, Emergency and operation specific)</p> <p>Support Duty manager and duty assistant rota with hours constructed to match the busiest periods of the Sports Village.</p>	<p>In house staff training is delivered and regularly reviewed.</p> <p>Assist where possible with picking up additional shifts and swopping to assist the team and business.</p> <p>Deputise in the absence of the Duty Manager in the event of an Emergency.</p>
<p>Health &amp; Safety</p>	<p>When acting as DM, you are responsible for the opening, closing and security of the building.</p> <p>Ensure all facilities are clean, safe and welcoming and comply with relevant health and safety legislation and guidelines at all times. This will include being accountable for good practice, co-ordination of relevant health and safety checks, audits and reviews within all places where service delivery takes place.</p> <p>Inform the relevant staff of any concerns relating to the health &amp; safety of the areas under their management in a timely manner.</p> <p>Responsible for the safety of all customers, staff and contractors by dealing with any emergency situations through the agreed procedures.</p> <p>Monitor and guide the activities of users to endeavour to prevent injury, misuse and damage to facilities, equipment or other people.</p> <p>Attend training sessions as detailed in emergency and operating procedures.</p>	<p>Demonstrable knowledgeable of Health and Safety guidelines.</p> <p>Any health &amp; safety concerns will be formally documented through agreed channels.</p> <p>Sound knowledgeable of Health and Safety guidelines.</p> <p>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.</p>

	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.	
Finance	<p>When deputising as DM, carry out an end of shift cash up.</p> <p>Ensure all monies are banked in accordance with procedures and investigation is completed when irregularities occur.</p> <p>Proactively identify opportunities for additional income opportunities or efficiency savings.</p>	Show evidence of investigating any cash up variances in order to identify any missing monies when deputising for a Duty Manager

## 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 Head of Operations may deem appropriate to the level of the post.

## SUPERVISION RECEIVED

The Senior Duty Assistant will report to the Duty Manager / Operations Managers, 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 when on shift.

## SUPERVISION GIVEN

As part of the Senior Duty Assistant role, the post holder will be expected to supervise the team on their shift.

## 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 (Carillion); 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 work as part of a shift rota, which will 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 1<sup>st</sup> October to 30<sup>th</sup> 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: HSV3 – HSV4 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. The employee pays between 5.5%-12.5% of salary and the employer making a contribution in the region of 22% (the employer's rate is determined through a triennial Actuarial assessment) – **unless staff opt out of the scheme**. Employee contribution rates for the LGPS are based on your pensionable salary. The band which you are in will be determined by your pensionable salary. The salary bandings will increase by the rate of inflation on an annual basis. Details will be given to the successful applicant. The scheme is administered by Local Pensions Partnership (LPP). All information is based on the current pension scheme rules and current legislation, this may change over time.

## **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.

## **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'.

**Closing Date: 2 weeks**

**Interview date: TBC**

**For an informal chat about this post, please contact:**

**James Bennett**

**Operations Manager**

**Direct Line: 01707 285195**

Email: [j.bennett@herts.ac.uk](mailto:j.bennett@herts.ac.uk)

## **Job Specification: Senior Duty Assistant**

January 2018

Key Result Areas	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> <li>• NVQ level 2 or above / 3 A levels at grade A-C</li> <li>• 5 GCSE's at grade C or above including Maths and English or equivalents (BTEC's, NVQ's, GNVQ's)</li> <li>• Current NPLQ with up to date and obtainable training records</li> </ul>	<ul style="list-style-type: none"> <li>• Health and Safety Qualification</li> <li>• Event Management experience and/or qualification</li> <li>• Current First Aid at Work or the ability to achieve within 3 months.</li> <li>• RLSS Trainer</li> <li>• First Aid at Work Instructor</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Supervisory / team leader operational experience in a large 'wet and dry' leisure facility.</li> <li>• Experience of writing and implementing procedures and risk assessments.</li> <li>• Proven experience and up to date knowledge of industry specific Health and Safety legislation and good practice.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of delivering staff training</li> </ul>
Skills & Abilities	<ul style="list-style-type: none"> <li>• Has a visible determination and presence to contribute and achieve, and so adopts a proactive approach to work. Is a self-starter, and consistently maintains high levels of activity and productivity. Is able to bring drive, focus, and discipline into their role and inspire and energise others to behave similarly. Is passionate about the products and services.</li> <li>• Innovative – is able to think up fresh innovative ideas and solutions to improve operational performance.</li> <li>• Communication and Influence – is able to communicate openly and effectively at all levels in the business, engaging others to understand what is being communicated.</li> <li>• Attention to Detail – is accurate in approach to work, especially when working at pace or under pressure of work</li> <li>• An understanding of IT packages and use within the leisure industry.</li> <li>• Ability to work flexible and unsociable hours.</li> </ul>	
Key Competencies	<ul style="list-style-type: none"> <li>• Demonstrates our values at all times: Welcoming, Extra Mile, Leadership, Consistency, Open &amp; Honest, Memorable, Enthusiastic About Continuous Improvement and Sport First</li> </ul>	