

Job Description & Person Specification	
Post title: Sports Facility Assistant	Post No: 012513
School or Department: NTU Sport	Date created: June 2022
Grade: C (+12.5% Shift Allowance)	Hours per week: 37
Immediate line manager: Duty Manager	
Title & Grade of posts line managed by postholder: N/A	

Job purpose:

To be the first point of contact for visitors to the sport facilities, up to date knowledge of all services available to customers with excellent customer service skills. Complete set up of the facilities to meet the requirements of the operations in a timely and safe manner. Support the wider department in meeting strategic aims.

Principal duties and responsibilities: The role will encompass all the following, but the balance of duties and responsibilities will be determined in discussion with the post holder's line manager:

Principal Duties

- 1) Front of house for NTU Sport customers, providing a first line of communication in person, over the telephone and via email for enquiries, complaints, and messages; recording and signposting to the appropriate area or colleague.
- 2) In line with standard operating procedures, undertake bookings, process payments, monitor and control use of NTU sport facilities. Issuing equipment, receipt of transactions through point of sale. Complete general administrative tasks including photocopying, filing, sorting post and deliveries to correct department member.
- 3) Provide outstanding customer service, ensuring the highest quality of service is delivered consistently. Having a full working knowledge of NTU Sport service offers to inform customers as appropriate to enhance their experience.
- 4) Complete regular building inspections, reporting any faults and H&S issues identified using the university maintenance system. Assist in the securing of the premises and associated areas, ensuring all daily and weekly facility checks are completed.
- 5) Preparing, monitoring, and maintaining facilities for customer usage, set up and take down sports equipment. Undertaking general cleaning duties to achieve and maintain the presentation of the facilities and equipment.
- 6) Responsible for the efficient and accurate operation of the leisure management system and associated platforms, processing outstanding payments, cancellations, freezing of members accounts and chase missed payments, whilst adhering to regulations and procedures relating to data protection and information security.

- 7) To represent the facilities team at different forums and feed back to team on any actions needed to be taken. Liaise with internal stakeholders such as Estates, Hospitality, Landscape Services, car parking, security and NTU Events and Conferencing.
- 8) Provide guided tours, site visits to external clients, prospective students, customers, and visitors to the centres. Correctly inform stakeholders of relevant information with regards to NTU Sport and our services.
- 9) Maintaining information on departmental databases and data inputting for participation figures, facility utilisation, maintenance reporting, stock control.
- 10) To arrange and undertake organisation of sporting activities and events to promote and encourage usage of the sports facilities, meeting income targets and supporting the wider activities of NTU Sport.
- 11) To provide significant support to one or more of the following areas: External and Internal Events, Sports Club Operations, Sports retail and stock operations, Fitness Class timetable, Income Generation and Health and Safety, and any wider department activities.

N.B. The post-holder may be required to undertake any other duties which may reasonably be required as within the nature of the duties and responsibilities of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

Special requirements:

1. Will be on a shift rota and need to be prepared to work early mornings, evenings and weekends.
2. Be prepared to undertake Relief Duty Manager training with the view to occasionally undertaking Relief Duty Manager shifts to assist facility operations
3. Need to be, or be prepared to work towards becoming, first aid qualified and act as first aider

Personal Attributes		
Attributes	Essential	Desirable
Knowledge	<p>Knowledge of working in a customer facing role with attention to customer care and satisfaction.</p> <p>Knowledge of operating in a sporting environment and requirements for a variety of sports.</p> <p>Knowledge of key services within a leisure environment such as: processing and selling memberships, fitness services and promoting positive well-being.</p> <p>Knowledge of the sporting pathway from beginner to elite within the sector.</p> <p>Ability to use Microsoft Office products: Word, Outlook, Excel, MS Teams for a wide range of day-to-day activities and collaborative working and document storage.</p>	<p>Knowledge of GDPR practices</p> <p>Hold a duty and commitment to the principles and practice of equality and diversity and comply with the University's Dignity and Respect Framework</p>
Skills	<p>Strong, confident communication skills written, verbally in person and via the telephone</p> <p>Good customer service skills and ability to build rapport, welcome and provide positive, friendly interactions and meet needs of customers.</p> <p>Skills to set up equipment correctly, and safely for general use and sporting events in a timely fashion.</p> <p>Organisational skills with the ability to prioritise workloads, multitask and complete tasks promptly and accurately</p> <p>Ability to deliver excellent customer service consistently to improve student experience</p> <p>Ability to give and receive information correctly with a view to upsell NTU Sport services</p> <p>Communicate effectively to staff and students both internal and external to the University.</p> <p>Ability to handle additional workload and work as a member of a team achieve department objectives.</p>	<p>Ability to work accurately under pressure and deal with several tasks at any one time</p> <p>Application of attention to detail</p>
Experience	Working to excellent customer service standards	Working within a student environment and understanding its demands.

	<p>Experience of cash handling to including card payments, refunds</p> <p>Working in a busy customer focused environment or reception</p> <p>Use of databases and/or leisure management system</p>	<p>Experience of working in a sporting facility</p> <p>Organising and or delivering sporting activities and events</p> <p>Some experience of working as a duty manager/supervisor on shift or willing to undertake training.</p>
Qualifications	<p>GCSE Grade C or above in Mathematics and English, or equivalent</p> <p>Be willing to become First Aid qualified</p>	<p>First aid, fitness, and customer service qualifications</p>

Competencies	
Essential Competencies	Desirable Competencies
<p>Team Working (Level 2) Contributes to team development, seeking and testing improvements to the team's outputs/service.</p> <p>Customer Focus (Level 2) Works to identify customer needs. Seeks feedback and develops service delivery accordingly. Influences and develops ideas to enhance customer satisfaction.</p> <p>Communicating and Influencing (Level 1) Actively listens. Communicates information effectively.</p> <p>Organisation and Delivery (Level 1) Plans time effectively to achieve results in day-to-day work. Is organised and prioritises work appropriately.</p> <p>Adaptability (Level 1) Willingly takes on new tasks/adopts new approaches as required as appropriate to job role. Participates in appraisal and takes responsibility for keeping professional skills and knowledge up to date.</p>	

[N.B All competencies should be drawn from the NTU Competency Framework which can be found [here](#)]

Job Description and Person Specification created by: Sports Facilities Manager