**Job Description: Professional Service Positions**

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| **Faculty/Directorate/Service Area:** | Estates & Facilities Management |
| **Job Title:** | Zero Hour Sports Assistant (Athletics & Hockey) |
| **Department/Subject:** | Estates – Swansea Bay Sports Park |
| **Salary:** | £12.10 per hour |
| **Hours of work:** | Fixed – Zero Hour |
| **Number of positions:** | 3 |
| **Contract:** | Fixed Term – until 31/7/25 |
| **Location:** | Swansea Bay Sports Park |

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| **Main Purpose of Post** | 1. To assist in the development and maintenance of daily operational efficiency of the facility and prepare sports facilities for use; 2. To provide the highest quality of service delivery, customer care, health and safety, cleanliness and hygiene for students, staff, athletes, associate members and visitors at all times; 3. To update usage figure databases. 4. To assist in the preparation of facilities for different activities and sporting events, e.g. tournaments and athletics meetings. 5. To assist the management in ensuring that all facilities are clean, tidy and presentable and that all equipment is monitored for its safe condition and repaired and maintained as necessary; 6. To assist the management in ensuring that the operation of the Facility fully complies with current legal and statutory requirements and other codes of practice e.g. Health and Safety matters; 7. To assist in the securing of the premises and associated areas; 8. To assist the management in supporting students on work experience; 9. To co-operate with the range of users from healthy exercise members to elite athletes including university sports clubs, community sports organisations and coaches; 10. To coordinate and amend facility bookings, involving the use of leisure management systems; 11. To contribute to initiatives of the Department of Sport and Physical Recreation. |
| **General Duties** | 1. To fully engage with the University’s Performance Enabling and Welsh language policies 2. To promote equality and diversity in working practices and to maintain positive working relationships. 3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 4. Any other duties as agreed by the Faculty / Directorate / Service Area. 5. To ensure that risk management is an integral part of your day to day activities to ensure working practices are compliant with the University's Risk Management Policy. |
| **Professional Services Values** | All Professional Services areas at Swansea University operate to a defined set of Core Values - [Professional Services Values](https://www.swansea.ac.uk/the-university/values/professional-services-values/) and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.  **We are Professional** We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality.  **We Work Together**          We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.  **We Care** We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.  Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. |
| **Person Specification** | **Essential Criteria:**  **Values:**   * Demonstrable evidence of taking pride in delivering professional services and solutions * Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers. * Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience   **Qualification:**   * Sound basic education to school leaving age at Comprehensive / Grammar School / Technical College.   **Experience:**   * Previous relevant experience in a sports facility * Dealing with a wide range of clients and customers   **Knowledge and Skills:**   * Health and Safety practices relating to a sports environment. * Good Communication Skills – Written / Oral. * Ability to complete necessary paperwork, record keeping etc. * Good interpersonal skills. * Ability to work as part of small team as well as individually. * Computer literate. * Good customer care skills. * Ability to work under pressure   **Desirable Criteria:**   * Ability to communicate in Welsh * Ability to take responsibility and work independently. * Reception duties in a similar environment. * Leisure Management systems experience. * Setting up, and taking down of relevant equipment * Sports related HND or similar. * First Aid Qualification. * NGB Qualifications. * A general interest in sport development. |
| **Welsh Language Level** | Level 1 – ‘a little’ - pronounce Welsh words. Able to answer the phone in Welsh (good morning / afternoon). Able to use very basic every-day words and phrases (thank you, please etc.). Level 1 can be reached by completing a one-hour training course.  For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](https://www.swansea.ac.uk/welsh-language-standards/compliance/recruitment/). |
| **Additional Information** | Informal enquiries: Andy Phillips – [andrew.phillips@swanse.ac.uk](mailto:andrew.phillips@swanse.ac.uk)  **A satisfactory DBS certificate must be provided before a start date can be confirmed** |

  