

# JOB DESCRIPTION

**Job Title:** Graduate Sports Assistant

**School/Service:** UEL Sportsdock

**Grade:** LLW £11.05

**Campus:** Docklands

**Responsible to:** Facilities Manager- Duty Manager

**Liaison with:** Customers, students and UEL Staff

**Never Not Moving Forward**

Build your career, follow your passion, be inspired by our environment of success. #BeTheChange

The University of East London is one of the most diverse and vibrant universities in the global capital. Our pioneering and forward-thinking vision is making a positive and significant impact to the communities we serve, inspiring both our staff and students to reach their full potential.

Born in 1898 to serve the skills needs of the 2nd industrial revolution, the University of East London has commenced Year 3 of its transformational 10-year Vision 2028 strategic plan led by our Vice-Chancellor & President, Professor Amanda Broderick, to advance Industry 4.0 careers-1st education. We have a clear route-map to provide a springboard for the jobs and opportunities of the future; drive diversity in the 4.0 talent pipeline - working in partnership to promote talent wherever it is found; and to create an inclusive and sustainable, green future.

We are looking for forward-thinking, innovative, curious, high-energy, self-aware people who are passionate about making a positive difference and who will thrive in an inclusive and diverse University community who are never not moving forwards.

As one of the most socially inclusive and international Universities and comprising one of the most diverse staff populations in the UK (50% of our professoriate identify from black or minority ethnic backgrounds), we are hugely proud of our track record in reducing inequalities (ranked 1st in the UK & 2nd globally, Times Higher Education Global Impact Rankings, 2020) and our commitment to equality, diversity and inclusion is at the heart of Vision 2028.

We are building an environment of success where colleagues are supported to achieve, and our community can flourish and thrive. We are an accredited Investors in People Award Institution and have achieved the Investors in People Health and Wellbeing Award. With Athena Swan Awards and being one of a small number of Universities to have achieved the Race Equality Charter Award, we continue on our journey to address and reduce barriers to opportunity.

So, if you are looking to build your career in a dynamic, inclusive and performance-focused team and are inspired by our environment and drive for success, we want you to apply to join the University of East London. We are looking for inspirational individuals who have a passion to make a positive difference to people and planet, creating a more sustainable future for everyone.

## THE DEPARTMENT:

UEL SportsDock is a state-of-the-art £21 million sports complex opened in spring 2012. The facility is based at our Docklands campus and provides a superb facility for UEL staff and students and the local community. Hosting a number of local sports clubs, we offer a varied activity programme providing something for everyone from beginner through to elite athletes.

## What is on offer at Sportsdock

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## A large Fitness Centre fitted with Precor equipment 2 sports halls (badminton, basketball, volleyball, cricket, football, netball, futsal) Strength and Conditioning Suite, Dance studio, One outdoor multi-use games area providing two small sided football pitches Sports cafe and a premier sports event facility

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## Open 7 days a week 362 days a year

## MAIN DUTIES AND RESPONSIBILITIES:

All duties and responsibilities are at the direction of the Director of Sport or his nominated official and are set out below. The post holder is expected to conduct themselves professionally at all times and perform the duties and responsibilities of the job description to the required standard

## 1. Monitoring the use of facility space, equipment and activities, ensuring only bonafide customers use the facility

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## 2. Ensuring the safety of users, staff and equipment

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## 3. Maintaining the cleanliness of facilities

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## 4. Setting up, maintaining and dismantling equipment according to the schedule of activities

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## 5. Welcoming customers, dealing with enquiries, and assisting with basic first aid

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## 6. To ensure all sports equipment in the sports stores are kept tidy and adequately stored and record any losses or damage to equipment

## 7. Assisting in the smooth running of sporting and/or leisure events

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## 8. Providing advice and supervision on the centre's activities

## 9. To undertake regular patrols during shifts, ensuring that all users are abiding by the rules, regulations and conditions of use and hire. To challenge unauthorised entrance and prevent inappropriate or illegal use of the sports facilities and equipment

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## 10. To undertake sales training and use this knowledge to carry out sales tours of the facility and promote and sell memberships

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## 11. To check and replenish first aid boxes in the centre in line with established procedures

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## 12. Providing information to customers

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## 13. Undertaking regular training including a First Aid at Work qualification

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## 14. Use IT systems including Microsoft Outlook, Word, Excel and PowerPoint

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## 15. Undertake other reasonable duties commensurate with the post

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## 16. Work in accordance with UEL’s equal opportunities policy

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## PERSON SPECIFICATION

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## EDUCATIONAL QUALIFICATIONS AND ACHIEVEMENTS:

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## Essential Criteria

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## Graduate of UEL (A,C)

## An interest in pursuing a career in the leisure industry (A,I)

## KNOWLEDGE AND EXPERIENCE:

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## Essential Criteria

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## Experience of serving and assisting customers, behaving in a helpful manner in order to provide excellent customer service (A,I)

## Proven ability to use Microsoft Word and Excel (A,I)

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## COMMUNICATION:

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## Essential Criteria

## Ability to receive, understand and explain straightforward information in an accurate manner (A,I)

## Good oral communication skills (A,I)

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## TEAMWORK:

## Essential Criteria

## Experience of participating in a team, cooperating and contributing when required (A,I)

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## MOTIVATION:

## Essential Criteria

## To maintain a positive approach to work and be enthusiastic about working in sport (A,I)

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## PLANNING & ORGANISING:

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## Essential Criteria

## Experience of using organisational skills in order to complete tasks with set deadlines (A,I)

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## ATTENTION TO DETAIL:

## Essential Criteria

## Experience of completing tasks which require attention to detail in an accurate manner (A,I)

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## OTHER ESSENTIAL CRITERIA:

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## You will be required to wear a uniform at all times whilst on duty which must be clean and well presented (A,I)

## Ability to work on a shift rota, to include evenings and weekends (A,I)

## Commitment to the understanding of equality and diversity issues within a diverse and multicultural environment (A,I)

## Criteria tested by Key:

A = Application form C = Certification

I = Interview T = Test