



University of
East London

Pioneering Futures Since 1898

JOB DESCRIPTION

Job Title:	SportsDock Duty Manager
Service:	UEL Sports
Grade:	D
Campus/Location:	Docklands
Responsible to:	Senior Duty Manager
Responsible for:	Operational staff while acting as Duty Manager
Liaison with:	University students, staff, external groups

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 4 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.

JOB PURPOSE:

To supervise the smooth operation of the SportsDock facility and all operational staff when on shift, responsible for keeping all customers, guest, and staff safe whilst on premises. The post holder is expected to always conduct themselves professionally and perform the duties and responsibilities of the job description to the required standard. In addition, the post holder(s) will be required to work with all staff across University of East London to ensure our mission and strategy are achieved.

MAIN DUTIES AND RESPONSIBILITIES:

- To have first line responsibility for operational health and safety of customers, staff, and the facility. To perform regular building, process and operation checks throughout a shift to ensure optimal operation, customer satisfaction, maintaining a safe and clean environment.
- To provide a point of escalation for the operational staff, supporting the more complex queries and attending to more challenging customers.
- To maximise the effectiveness and efficiency of the operation of the UEL SportsDock by assisting Operations Assistant to serve customers at reception and set up/ down courts according to the schedule of activities.
- Assisting in the smooth running of large-scale sporting and/or leisure events.
- Manage the team to set up for large-scale sporting and/or leisure events, sometimes carrying/ moving heavy items, in a safe manner, as per risk assessment and training.
- To assist the Management Team as required to develop, implement, monitor, and review the policies and procedures of the facility to achieve the overall objectives of the UEL SportsDock.
- To assist in the development of an ongoing training programme for departmental staff to ensure the highest standards of knowledge and customer service are achieved.
- To undertake regular training in basic life support, advanced resuscitation and first aid, and to use such skills as required in emergency/first aid situations.
- To assist the Management Team in the development of the UEL SportsDock as a premium sports event's facility.
- To supervise new starters and work experience as appropriate.
- To undertake any other duties that may be required by the Management Team.
- Work unsociable hours including early mornings, evenings, weekends, and public holidays in accordance with the needs of the rota.
- Work in accordance with all of University of East London policies, including HR, EDI, Sustainability and H&S.

PERSON SPECIFICATION

SportsDock Duty Manager

EDUCATIONAL QUALIFICATIONS AND ACHIEVEMENTS:

Essential Criteria:

1. Degree or equivalent in a sport/leisure/management subject

KNOWLEDGE AND EXPERIENCE:

Essential Criteria:

2. Significant supervisory/management experience preferably in a multi sports facility environment
3. Experience of health and safety policies and procedures within a sports facility environment
4. Excellent IT skills
5. High level knowledge of sport, health and fitness issues

COMMUNICATION:

6. Good standard of written and spoken English including the ability to receive, understand and convey information that needs careful explanation or interpretation (for example, procedures or regulations)

TEAMWORK & MOTIVATION:

7. Experience of being supportive and encouraging of others, with a flexible approach to delivering team results, actively contributing to building team morale

PLANNING & ORGANISING:

8. Experience of planning, prioritising and organising your own work or resources and proactively working with others to achieve team objectives

INITIATIVE & PROBLEM SOLVING:

9. Experience of using initiative and creativity to resolve problems, identifying practical and suitable solutions related to facility management

OTHER ESSENTIAL CRITERIA:

10. Able to work unsocial hours as required through our shift rota system
11. Commitment to and understanding of equal opportunities issues within a diverse and multicultural sport and leisure environment