



University of East London

Pioneering Futures Since 1898

JOB DESCRIPTION

Job Title:	Senior Operations Assistant
Grade:	D
School/Service:	UELSports, SportsDock
Campus:	Docklands Campus
Responsible to:	Operations Manager
Responsible for:	Graduate Operations Assistant
Liaison with:	SportsDock Members and Visitors, Staff, Students and Contractors

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 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 provide an excellent, effective and customer focused service always around the centre. As the first point of contact for all visitors the post holder must always provide a high standard of customer care. Responsible for maintaining the technological systems and implementing changes to make department as efficient as possible.

MAIN DUTIES AND RESPONSIBILITIES:

- Alongside the Operations Manager, lead the Operations Assistants in the reception area to provide a friendly welcome to all visitors at SportsDock and respond to all enquiries in relation to East London Sport. Using excellent customer service, provide the required information in a professional and timely manner, either in person, by phone or email.
- Assist the Operations Manager to train and induct new Operations Assistants and ensure the department is always fully staffed to maintain the smooth running of the facility.
- Line manage the Graduate Operations Assistants, hosting regular 1:1's and ensuring they follow the training framework.
- Be the IT lead for SportsDock to ensure our Leisure Management System (LMS) is working as efficiently as possible and lead on any new digital transformation projects to improve the smooth running of the business.
- To maintain current and accurate information about gym memberships, classes, sporting activities, events, and other services within East London Sports, SportsDock, and the wider university.
- Set up and dismantle court equipment as per the schedule of the LMS to ensure the smooth running of the facility.
- Assist in setting up for large-scale sporting and/or leisure events, sometimes carrying/ moving heavy items, in a safe manner, as per risk assessment and training.
- Undertake regular patrols during shifts to ensure the safety of all customers and other staff by enforcing the rules, regulations, and conditions of use of hire.
- To report cleaning, security, maintenance, and other facility issues to the Duty Manager.
- Take money using the LMS, including collecting monthly membership fees, outstanding debts or invoices, deposits, and payments for activities, to ensure accurate cashing up is achieved daily.
- As a qualified First Aider and Fire Warden, attend first aid issues and complete incident/ accident report forms.
- Use IT systems including Microsoft Outlook, Word, Excel and PowerPoint.
- To undertake any other duties as required by the Duty Manager, Operations Manager and Centre Manager to ensure the smooth operation of the facility.
- Work in accordance with UEL's equal opportunities policy.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS AND ACHIEVEMENTS

Essential

- 5 GCSEs at grade A* to C including English Language and Maths or NVQ level 2 in Customer Service or equivalent. (A/C)

Desirable

- Educated to A Level standard. (A/C)

KNOWLEDGE AND EXPERIENCE

Essential

- Experience of serving and assisting customers, behaving in a helpful manner in order to provide excellent customer service (A/I)
- Ability to maintain a positive approach to work and have an enthusiasm for working in sport.
- Excellent IT skills. (A/I)

Desirable

- Experience of working in a busy multi sports facility environment. (A/I)
- Experience of working in an office environment and carrying out administration duties. (A/I)

COMMUNICATION

- Good standard of written and spoken English and ability to receive, understand and convey straightforward information in a clear and accurate manner. (A/I)

SERVICE DELIVERY

- Experience of dealing with challenging customers. (A/I)

PLANNING AND ORGANISING

- Experience of planning, prioritising and organising your own work or resources to achieve agreed objectives and deadlines. (A/I)

LIASION AND NETWORKING

- Experience of passing on information in an accurate and timely manner and building relationships with colleagues to facilitate the exchange of information. (A/I)

TEAMWORK AND MOTIVATION

- Experience of participating /working in a team, co-operating and contributing when required. (A/I)

OTHER ESSENTIAL CRITERIA

- Willingness to work unsocial hours and shifts, including evenings, weekends and Bank Holidays. (A/I)