

Sports Attendant

Department	Strathclyde Sport		
Staff Category	Operational Services	Reference No	264404
Reports To	Duty Manager	Grade:	3
Salary Range:	£17,682 - £19,612 per annum (plus 15% shift enhancement)	Contract Type:	Open Contract
FTE	1 (35 hours/week)	Closing Date	19/11/2019

Job Advert

The University of Strathclyde is looking to employ an experienced Sport Attendant to join the existing Operational team at Strathclyde Sport. The main role of the Sport Attendant will be to provide lifeguarding duties, and to assist with all operational needs required to provide a safe, secure and clean facility to enhance the user's experience. You must have a valid RLSS or STA Pool Lifeguard Qualification.

Additional duties will be to staff reception and when necessary support gym requirements.

The hours will be based on a rota, which will include working evenings and weekends and will be line managed by a Duty Manager.

Job Description

Brief Outline of Job:

As a member of a successful operational staff team, you will be required to deliver a high quality and excellent customer experience for all users. Main areas of duties will include working on reception using a Leisure Management System and dealing with day to day enquiries. In addition, operational needs will include, setting up and down of equipment, lifeguarding duties, plus general patrolling of the facilities to ensure a safe, secure and clean environment. Where required and if able to assist with Pool Plant operation, provide basic equipment instruction within the gym environment and carry out any other duties deemed necessary to fulfilling the role of Sport Attendant.

An outgoing, approachable personality will be required to add to the positive user experience.

The hours will be based on a 9 week rota.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 1	1430-2230	1400-2230	1430-2230	1430-2230	1430-2230		
Week 2	0645-1445	0645-1515				0830-1830	0830-1830
Week 3		1015-1845	0645-1445	0645-1445	0645-1445		
Week 4	1430-2230	1400-2230	1430-2230	1430-2230	1430-2230		
Week 5	0630-1430	0630-1515			1015-1845	0830-1830	0830-1830
Week 6	1015-1845		0630-1430	0630-1430	0630-1430		

Week 7	1430-2230	1400-2230	1430-2230	1430-2230	1430-2230		
Week 8	0630-1445	0630-1515	1015-1845			0845-1830	0845-1830
Week 9			0630-1445	0630-1445	0630-1445		

Main Activities/Responsibilities:

1	Customer Experience - To provide outstanding customer service and deliver a professional and positive welcome to users and visitors to the facility.
2	Reception - To provide customers and potential customers with a wide range of accurate information at front of house relating to the activities and services on offer. To monitor and provide user's access in and out of the facilities.
3	Leisure Management System - To deal with booking enquiries, facility hire and other requests, as appropriate, using the computerised Leisure Management System (LMS). To input data from users into the LMS.
4	Cash Handling - To accurately handle cash and credit/debit card transactions on a computerised system, and balance daily takings against computerised terminal readings.
5	Lifeguarding - To work on poolside as a member of the team trained as a lifeguard in accident prevention and aquatic rescue. Ensure that you attend on-going training to maintain Lifeguard Qualification.
6	Setting up Equipment - To set up and dismantle equipment for a wide variety of activities so that bookings can take place safely, effectively and on time.
7	Health and Safety - To contribute to maintaining adherence to all Health and Safety legislation and guidance. Work must be carried out as detailed in the Emergency Action Plan (EAP) and Normal Operating Procedures (NOP) and other policies and procedures. To assist in providing a safe environment for the users, by regular building checks during patrol of the facility. Report any concerns or hazards to the Duty Manager.
8	First Aid - To attend first aid cases and take appropriate action if required.
9	Maintenance - To undertake pool water tests on a regular basis, to ensure that the water quality maintains within the proper chemical balance and carry out relevant work including back washes. Provide regular, routine building and equipment maintenance tasks and building checks using standard template checklists.
10	Cleaning - To clean all areas of the facilities where required to ensure a high level of cleanliness throughout the facilities and take appropriate action as when required to maintain hygiene standards.
11	Staff Training - To attend training and development sessions, on occasion out-with normal hours of work (in line with Standard hours of work document) to maintain Health and Safety competence and where applicable continuous professional development.
12	Staff Induction – To support new staff with induction basics.
13	Stock Levels – To carry out checks to ensure equipment, supplies and secondary spend levels are maintained and report any shortfalls to the Duty Manager.
14	Fitness Equipment – To provide gym users basic operational information on how to use fitness equipment.
15	Service Provision - To maintain service delivery, suitably qualified staff will be requested to provide cover for sessions which take place during their shift hours. To promote and /or deliver service provision, where possible, to meet any requests from University internal or external stakeholders, where no specific expertise is required. Examples of such could be facility tours, presence at ' Induction 'events, Fresher's fair' etc.
16	General – To prioritise and sequence own workload to ensure tasks are completed on time and to required standards and undertake any other duties as directed from time to time. To perform any other reasonable duty requested by senior management and in line with the grade of the role.

Person Specification

Educational and/or Professional Qualifications

(E=Essential, i.e. a candidate must meet all essential criteria to be considered for selection, D=Desirable)

E1 Pool Lifeguard (RLSS or NARS)

D1 First Aid Qualification

D2 Pool Plant Operators Qualification

D3 Sport/Leisure/Recreation Qualification

Experience

E2 Experience of delivering a high quality customer experience

E3 Experience of Cash handling

D4 Sports Centre / Swimming Pool Experience

D5 Previous Experience of Using a Leisure Management System

Job Related Skills and Achievements

E4 Excellent Customer Care Skills

E5 Computer literate

D6 Awareness of Health and Safety

D7 Cleaning of Poolside, Fitness/sports equipment and general maintenance of hygiene.

Personal Attributes

E6 Excellent Communication Skills

E7 Ability to work on own and as part of a team and prioritise workload

E8 Outgoing and enthusiastic

D8 Have an interest in Sport and Fitness

Other Relevant Factors

E9 Willingness to work irregular hours as necessary.

Application Procedure

Applicants are required to complete an application form including the name of two referees who will be contacted before interview without further permission, unless you indicate that you would prefer otherwise. Applicants should also complete the Equal Opportunities Monitoring Form.

Other Information

Further information on the application process and working at Strathclyde can be found on our website (<http://www.strath.ac.uk/hr/workforus>).

Informal enquiries about the post can be directed to Mr David MacPherson, Duty Manager (david.macpherson@strath.ac.uk).

Rewards and Benefits

Our staff have access to a wide range of outstanding benefits that include financial rewards, family friendly and wellbeing benefits and career development opportunities, details of which can be found [here](#).

Conditions of Employment

Conditions of employment relating to the Operational Services staff category can be found at: [Conditions of Employment](#).

Probation

Where applicable, the successful applicant will be required to serve a 6 month probationary period.

Pension

The successful applicant will be eligible to join the Local Government Pension Scheme (LGPS) in Scotland. Further information regarding this scheme is available from [Payroll and Pensions](#).

Relocation

Where applicable, the University offers a relocation package to support new employees who meet the eligibility criteria. The relocation package is offered as a contribution towards costs incurred, and is designed to be flexible, allowing staff to use the financial support available in the way that will be most helpful to them. Further details are outlined in the Relocation Policy.

Interviews

Formal interviews for this post will likely be held on 3rd December 2019.

Equality and Diversity

We value diversity and welcome applications from all sections of the community.

The University currently holds a Bronze Athena SWAN award, recognising our commitment to advancing women's careers in science, technology, engineering, maths and medicine (STEMM) employment in academia.

University Values

The University's Values capture what we're all about: who we are, what we believe in and what we stand for. [Our Values](#) have been derived from how we act and how we expect to be treated as part of Strathclyde.



Conditions of Employment

Operational Staff Grades 3 & 4

1. GENERAL CONDITIONS

Members of staff are subject to the Charter and Statutes and the Ordinances and Regulations of the University, published in the Calendar, and to any amendments or additions thereto approved by the University Court and, in the case of the Charter and Statutes, the Privy Council. Staff are also expected to familiarise themselves with, and adhere to, general University policies and procedures, as published on University web pages.

The University Court recognises UNITE as the sole body with which it will negotiate and consult on all collective issues concerned with the terms and conditions of employment of Operational Staff. Such terms and conditions may be varied by the University Court after negotiation and consultation with UNITE.

Each member of staff is responsible for the proper performance of allocated duties to the person or persons specified in the member of staff's letter of appointment and any accompanying papers. Members of staff may not accept outside paid work including personal consultancies without the permission of the University, which will not be unreasonably withheld.

The University is committed to ensuring that its business is conducted in an open and transparent manner and will take all appropriate steps to address risks of bribery or corruption. Members of staff are required at all times to act honestly and with integrity and to safeguard the resources for which they are responsible. The University has in place a robust Public Interest Disclosure (Whistleblowing) Policy to enable concerns to be brought to its attention. This is available at www.strath.ac.uk/publicinterestdisclosure. Other relevant policies, e.g. Fraud Prevention and Conflicts of Interests, can also be found on the University's website.

Any member of staff may at any time be exposed to commercially sensitive information, information related to potentially valuable intellectual property or information which may otherwise be of a confidential nature. This information, which could be found anywhere in the University, may be written or disclosed orally, can include information of a commercial or technical nature, and may be owned by the University or by third parties. The University requires all employees to keep any such information confidential in the first instance and not disclose, publish or otherwise disseminate it without prior consent of the University. Such confidentiality obligations are commonplace and in the commercial interests of the University. When in doubt advice should always be sought from Research and Knowledge Exchange Services prior to disclosure.

The University operates probationary periods for new staff, the duration of which will be specified in individual letters of appointment. The normal probation period for posts in this staff category is 6 months. Further guidance on probationary procedures is published at <http://www.strath.ac.uk/staff/policies/hr/>.

Further information on the terms and conditions specified in this document and other staffing policies and procedures can also be found at www.strath.ac.uk/hr.

2. SALARY

Appointments are made at an appropriate salary point on the University's grading structure, with initial placing determined according to qualifications and experience. Increments are paid to staff on 1 August each year, when the employee has a minimum of 6 full months of service at the appointed grade, allowing progression to the next point on the salary scale until the top guaranteed point of the scale is reached.

Salaries are paid directly to staff members nominated bank account, normally on the second last working day of the month.

3. HOURS OF WORK

The normal working week is 35 hours. Unless otherwise indicated in an individual's letter of appointment, the normal hours are 9.00am to 5.00pm Monday to Friday. Certain members of staff may be required to work some hours outwith this normal pattern and this should be agreed locally.

4. HOLIDAYS

Annual leave entitlement is 27 days per year to be taken by agreement with the line manager/Head of Department/Head of School. For staff members working on a part-time basis, holidays will be calculated on a pro-rata basis.

In addition to annual leave there is an entitlement to eleven public holidays per year which should be taken on days that the University is closed for this purpose. The University presently closes for four additional days over the Christmas and New Year period. **These additional days count against the annual leave entitlement.**

For staff members working on a part-time basis, public holiday entitlement will be calculated on a pro-rata basis.

Annual leave and public holiday entitlements should be taken in the leave year to which they relate. Up to five days leave can be carried forward into the new leave year subject to line management agreement. In exceptional circumstances, Heads of Department/School/Director may approve carry forward of accrued annual leave in excess of five days.

The University's expectation is that staff take all accrued holidays prior to their termination date. If staff have exceeded their entitlement the University will deduct an equivalent number of days pay from final salary payments.

5. SICKNESS ABSENCE

During any period of absence through illness or injury provided the appropriate notification and certification procedures have been followed the University will pay a member of staff (having taken account of the aggregate of all periods of absence due to illness during the twelve months immediately preceding the first day of the current absence) as follows:

Period of Continuous Employment at start of absence from work	Full Pay	Half Pay
Less than 1 year	1 month	1 month
1 year but less than 2 years	2 months	2 months
2 years but less than 3 years	4 months	4 months
3 years but less than 5 years	5 months	5 months
5 years or more	6 months	6 months

In order to manage the University's sick pay scheme the University requires to maintain sickness absence records on individual members of staff. When making payments after the expiry of statutory sick pay the University will deduct an amount equivalent to any benefit normally payable by the Department of Work and Pensions. For full details on the general University policy in this area please refer to the Sickness Absence Management Policy at www.strath.ac.uk/staff/policies/hr.

6. PENSIONS

At the start of their appointment, new members of staff aged under 75 will automatically be admitted to membership of the Local Government Pension Scheme (LGPS). If you are already in receipt of a pension from LGPS and your benefits relate to service prior to 01/04/2015 then you are required to notify the scheme of your new position regardless of whether you decide to remain a member of the scheme at the University of Strathclyde.

LGPS requires a contribution from the member and a contribution, as a percentage of pensionable pay, is made by the University. The contribution rates that currently apply can be viewed here: - <https://www.spfo.org.uk/index.aspx?articleid=14879>.

If your post is located out with the UK in an EU member state, then pension rules do not permit us to enrol you to the scheme.

New members of staff may opt out of LGPS within three months of taking up appointment and will then be treated as if they had never been a member of the scheme. Any member of staff choosing to withdraw from LGPS during their employment with the University, and who is withdrawing after three months' membership but with less than two years' membership, may be entitled to a refund of contributions (less any statutory deductions). Staff withdrawing from the Scheme with more than two years' membership are entitled to a deferred pension benefit. Any member of staff who wishes to opt out should contact the Pensions Team, Finance, in the first instance (pensions@strath.ac.uk).

Information regarding pension scheme membership can be found on the Pensions pages of the University's website. Full information regarding LGPS can be found on the LGPS website - www.spfo.org.uk/index.aspx?articleid=14440

7. PLACE OF WORK AND RESIDENCE

Members of staff will be based on the John Anderson Campus, unless otherwise stated in the letter of appointment. The Department/School in which the post is initially placed will be specified in the letter of appointment although there will be an expectation to work at such other places as required in the course of employment.

The University does not normally place specific restrictions upon the place of residence of members of staff. All staff are, however, expected to reside in a location which is compatible with the satisfactory fulfilment of all the duties associated with their appointment.

8. DISCIPLINARY AND GRIEVANCE PROCEDURES

Further information on the University's disciplinary and grievance procedure can also be found at www.strath.ac.uk/hr or on request from Human Resources.

9. NOTICE AND TERMINATION

The employment of a member of staff is terminable by at least one month's notice, in writing, on either side, except during the probationary period when the notice period is one week. If notice is being given by a member of staff earlier release may be granted if this can be arranged without detriment to the work of the department or area. If the appointment is for a fixed term period it will expire at the end of the period without the necessity for notice. Fixed term contracts may be terminated by either party short of the expiry date by the serving of one month's notice in writing. The University is not obliged to continue a fixed term appointment beyond the specified employment period

Revised November 2017