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| Last updated: | 30/07/2021 |

**JOB DESCRIPTION**

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| Post title: | | **Sport Operations Assistant (Lifeguard)** | | | |
| Academic Unit/Service: | | Sport and Wellbeing | | | |
| Faculty: | | Student Services | | | |
| Career Pathway: | | Community and Operational (CAO) | Level: | 2a | |
| \*ERE category: | | n/a | | | |
| Posts responsible to: | | Operations Supervisor (Health and safety) | | | |
| Posts responsible for: | | N/A | | | |
| Post base: | | Non Office-based (see job hazard analysis) | | | |
| Job purpose | | | | | |
| |  | | --- | | The post holder is responsible for contributing to the operational running of the sports facilities, by providing a high standard of customer service provision. To assist the users of the sports facilities to gain full benefit and enjoyment from their visit, ensuring participants’ safety is maintained. | | | | | | |
| Key accountabilities/primary responsibilities | | | | | % Time |
|  | To ensure customers can access the sports facilities safely for example conducting building checks, life guarding and checking that they follow the displayed regulations regarding prevention of accidents and emergencies. | | | | 40 % |
|  | To champion our customer excellence model, providing the greatest quality of service. | | | | 20 % |
|  | To maintain the cleanliness of all areas of the facilities particularly regarding spillage, breakages. | | | | 15 % |
|  | To set up and take down equipment as required in all sport areas, ensuring that the established procedures are carried out to protect the safety of users and staff including the safe movement of goods and equipment. | | | | 10% |
|  | To support the vison of sport through meeting objectives and KPI’s set by the Operations Supervisor/Operations Lead. Constantly being an ambassador for active and fitness lifestyles at the University of Southampton and listening to and escalating customer to improve quality standards. | | | | 5% |
|  | To comply with University policies, regulations and working practices. | | | | 5 % |
|  | Any other duties that fall within the scope of the post as allocated by the Operations Supervisor (Health and Safety) and Operations Team Lead. | | | | 5 % |

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| Internal and external relationships |
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| * Other members of the department/University staff. * Sport and Wellbeing Members * The Student Union Clubs * Visiting groups and individuals * HE Institutions, Schools and Colleges * External contractors coming onto the site * Suppliers * Members of the public / Community Groups * Coaches and Instructors |

| Special Requirements |
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| * The flexibility to work a shift pattern which includes evening, weekends, Bank Holidays and University closures and to cover absence. * The flexibility to work at multiple sites where sports facilities are located. * Undertake such tasks as are reasonably requested by the Student Services Management * Demonstrate Southampton University behaviors (Embedding Collegiality – see Appendix 1) |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Lifeguarding NVQ/NPLQ Level 2 or equivalent  Member of the Register of Exercise Professionals (REPS) Level 2 or equivalent  First Aid Qualification | Work experience of acquired in a relevant sporting area | Application  Application  Application  Interview |
| Planning and organising | Able to carry out allocated prescribed tasks to the standard required, working to deadlines when necessary |  | Application/Interview |
| Problem solving and initiative | Able to solve basic problems by following established practices and procedures |  | Application/Interview |
| Management and teamwork | Able to actively participate as part of a team  Able to maintain a positive outlook and show flexibility to new ideas and approaches, consistently achieving service standards. |  | Application/Interview  Interview |
| Communicating and influencing | Able to provide and obtain basic information and assistance | Experience of interacting with customers | Interview |
| Other skills and behaviours | Able to apply a basic knowledge of the Department’s practices and procedures  Display an awareness of customer needs. | Able to understand cultural diversity  Ability to speak a second language | Interview  Interview  Interview  Application |
| Special requirements | Willingness to learn and develop knowledge |  | Interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work | x |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids | x |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  | x |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling | x |  |  |
| Repetitive crouching/kneeling/stooping | x |  |  |
| Repetitive pulling/pushing | x |  |  |
| Repetitive lifting | x |  |  |
| Standing for prolonged periods |  | x |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) | x |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height | x |  |  |
| Repetitive reaching at shoulder height | x |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  | x |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  | x |  |

Appendix 1. Embedding Collegiality

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

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| **All staff** | **Behaviour** |
| **Personal Leadership** | I take personal responsibility for my own actions and an active approach towards my  development |
| I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly |
| I show pride, passion and enthusiasm for our University community |
| I demonstrate respect and build trust with an open and honest approach |
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| **Working Together** | I work collaboratively and build productive relationships across our University and beyond |
| I actively listen to others and communicate clearly and appropriately with everyone |
| I take an inclusive approach, value the differences that people bring and encourage others  to contribute and flourish |
| I proactively work through challenge and conflict, considering others’ views to achieve  positive and productive outcomes |
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| **Developing Others** | I help to create an environment that engages and motivates others |
| I take time to support and enable people to be the best they can |
| I recognise and value others’ achievements, give praise and celebrate their success |
| I deliver balanced feedback to enable others to improve their contribution |
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| **Delivering Quality** | I identify opportunities and take action to be simply better |
| I plan and prioritise efficiently and effectively, taking account of people, processes and  resources |
| I am accountable, for tackling issues, making difficult decisions and seeing them through  to conclusion |
| I encourage creativity and innovation to deliver workable solutions |
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| **Driving Sustainability** | I consider the impact on people before taking decisions or actions that may affect them |
| I embrace, enable and embed change effectively |
| I regularly take account of external and internal factors, assessing the need to change and  gaining support to move forward |
| I take time to understand our University vision and direction and communicate this to  others |