

Job Description

Duty Sports Officer

Salary:	Grade 4
Contract:	Full time, ongoing 35 hours Monday to Sunday 5/7 days on a rota basis
Location:	Canterbury Campus
Responsible to:	Outdoor Facilities Manager
Responsible for:	Assisting with the supervision of casual staff
Job family:	Operational

Job purpose

The main purpose of the job is to supervise and prepare daily the University of Kent sports facilities for bookings and events, setting up sports equipment as required. Ensure that Kent Sport facilities are always well presented, clean, maintained and comply with Health and Safety requirements, in order that all users can play sport in a safe and friendly environment. Provide a high level of customer service to all users of Kent Sport facilities and to continually promote Kent Sport and its products and services.

The role holder will work a rolling shift pattern including regular evenings and weekends and form part of a wider operations team consisting of five duty officers and a facility manager who report into the Head of Operations and Facilities.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Provide assistance to students, staff, and general public in preparation for bookings, training sessions and matches, ensuring that all equipment and resources are available for the efficient and safe operation of the sports facilities
- Maintenance and organisation of the Sports centre and the Pavilion buildings, sports facilities, sports equipment and storage areas to ensure that all areas are safe, well maintained and ready for use
- To ensure the facility presentation and cleaning standards are of a high standard with daily/shift inspections completed
- Provide excellent customer service to students, staff and visitors in the delivery of wide range of services offered by Kent Sport. Making sure that high level of customer satisfaction is achieved
- Adhere to University and department financial and purchasing procedures
- Assist in supervising staff members in order to provide excellent service for Kent Sport users
- Assist in the preparation and delivery of internal and external events to provide an excellent experience for all attending
- As a key holder, opening and closing of the Kent Sports complex following the procedures set out by the Kent Sport Operations team
- Cover reception areas, assist/provide support in any other areas of the department as required.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Supervision of the sports complex to ensure users are behaving in the correct manner are facilities are being utilised appropriately
- Organise and set up daily bookings to ensure the efficient day to day running of each sports area
- Check daily for safety and/or damage to facilities and equipment and act accordingly to ensure all areas are safe for use
- Carry out basic maintenance tasks around the sports facilities as required including routine maintenance of artificial sports pitches
- Liaise with all user groups to understand their needs and build relationships to keep a consistently high level of customer service
- Act accordingly to ensure the facilities are always well presented.

Internal & external relationships

Internal: Students, academic and administrative members of staff at all levels, Information Services, maintenance personnel and Kent Union.

External: Event organisers, external clients, visitors, external suppliers and contractors, supplier sales representatives, service engineers.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Noisy working environment (above 80d)
- Repetitive limb movements
- Daily use of Screen Display equipment to check for bookings and administer maintenance requests
- Prolonged physical/manual work/Manual handling (inc. human beings)
- Working with machinery
- Working with chemicals (inc. requirement to wear latex gloves and inc. work with CO2 or N2 gasses)
- Working at heights
- Prolonged physical/manual work/Manual handling (inc. human beings)
- Vocational driving on & off campus (includes use of cars, vans, ride-on Tractor, mowers, buggies)
- Regular shift work including evenings until 11pm and weekends.
- Prolonged weather hazard exposure – wind/rain/snow/pollen/UV
- Contact with Human fluids (blood, saliva etc.)

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Proven experience of working in a similar role/environment (A,I)
- Good IT skills to include MS Word, Outlook, and Excel (A,I)
- Customer service experience (I)

- Good practical skills, including maintenance and use of hand tools (A,I)
- Knowledge/experience of Health and Safety guidelines (I)
- Good communication skills (A,I)
- Able to work unsociable hours (evenings & weekends) (I)
- Ability to work individually or as part of a team (A)
- Highly motivated, enthusiastic approach (I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day-to-day work of the role (I)
- Full UK driving license (you will be required to drive a tractor to complete the weekly artificial pitch maintenance and drive the tennis courts cleaning machine) (A)

Desirable Criteria:

- Relevant Qualifications/training related to Sport/Recreation/Physical Education/Fitness & Health (A)
- Current First Aid Certificate or willingness to undertake training to achieve this (A)
- Current IOSH/manual handling qualification (A)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage