

**Job Description**

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| Job Title | Operations Assistant |
| Faculty/Department: | Commercial Services |
| Subject Group/Team: | Hull Sport |
| Reporting to: | Assistant Operations Manager/ Operations Manager |
| Duration: | Continuing |
| Job Family: | Sport |
| Pay Band: | 1 |
| Benchmark Profile: | General Sports Assistant Band 1 |
| CRB Disclosure requirement: | No |
| Vacancy Reference: | SS0162 |

**Details Specific to the Post**

**Background and Context**

In 2019 the University of Hull completed a £17m investment into the sport facilities; the Hull Sport Park. The Hull Sport Park proudly boasts world class on-campus sport facilities including the iconic Allam Sport Centre.

The Hull Sport service has a reputation for delivering first class sport services both on the main campus and in the community.

This is an exciting time to be part of the Hull Sport team and play a role in delivering an excellent customer experience for our students, staff and community in the region’s premium sport and fitness facilities.

The Hull Sport team is committed to encouraging people to join in, belong and grow in our community, together.

Hull Sport plays a key role in delivering an excellent student experience on campus and supporting the wellbeing of all of our students.

### Specific Duties and Responsibilities of the post

### To provide an efficient, friendly and professional service, acting as first point of contact within a busy sport facility. Working as part of the Operations team, the Operations Assistant is to ensure that the facilities are prepared for planned usage and provide an excellent standard of customer care.

**GENERIC JOB DESCRIPTION**

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

### Overall Purpose of the Role

The role holder will:

1. At this level the role holder will work as part of a team to deliver basic service provision for staff and students.
2. The role holder will be familiar with and understand effective working procedures.
3. Typically, the role holder will receive on the job training in basic tasks.
4. The role holder will work under direct supervision.
5. The work carried out is of a routine nature.

**Main Work Activities**

### Communication

* Answer general enquiries.
* Meets and greets customers
* Checks occurrence books.
* Report damage to equipment to Duty Manager.

### Teamwork

* Under the guidance of a team leader, where necessary provide day-to-day support to other members of staff and members of staff new to the work area.

### Service Delivery

* Under close supervision assist with assembling, dismantling and identify machinery/equipment faults
* Report facility abuse to relevant manager
* Cleaning of internal and external areas.

**Work Environment**

* Operate equipment as instructed and clean to the required standard
* Check and report any equipment defects

### Additionally the post holder will be required to:

* Fulfil the employees’ duties described in the University’s health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
* Show a commitment to diversity, equal opportunities and anti-discriminatory practices This includes undertaking mandatory equality and diversity training
* Comply with University regulations, policies and procedures

**COMPETENCY SPECIFICATION**

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

**The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

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| **Competency** | **Identified by** |
| **Knowledge and Experience**  Has experience in this type of work. | **Application/Interview** |
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| **Knowledge and Experience**  Has trained in basic hygiene, manual handling and health and safety or willing to be trained. | **Application/Interview** |
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| **Communication (Oral)**  Can demonstrate the ability to exchange basic information promptly and in a courteous and effective manner to students, colleagues, line managers and external contacts. | **Application/Interview** |
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| **Teamwork and Motivation**  Can demonstrate the ability to work effectively as part of a team. Is willing to provide cover for colleagues and acts in a supportive manner. | **Application/Interview** |
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| **Service Delivery**  Has knowledge and understanding of services available to users of this and related areas of work and ensures that the experience of each customer is positive and satisfactory. | **Application/Interview** |
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| **Work Environment**  Can demonstrate the ability to recognise common hazards and risks. Takes appropriate action to avoid them and notifies the supervisor if necessary. | **Application/Interview** |