Ad-Hoc Sport Assistant

Job Summary

Robert Gordon University (RGU) is widely recognised as a distinctive part of Aberdeen and Scotland's education landscape. Every one of our employees makes their own unique and equally important contribution to our success, at every level of our operation.

Responsible to the Team Lead, your role will involve the day to day running and safe and efficient operation of RGU SPORT. We are looking for people with a proactive nature, energy and drive, who have experience within a sport, exercise and fitness environment, good communication skills and a strong commitment to customer care.

You will be up-to-date with all developments in the field and have a National Pool Lifeguard Qualification. Enthusiasm and motivational skills are a must, and the ability to relate well to students, colleagues, clubs and other elite performers is also essential.

This is a fantastic opportunity to pursue a career in a vibrant facility, with unrivalled focus and drive and continuing professional development progression routes.

This post in subject to the individual being required to join the PVG scheme. For more information, visit: https://www.mygov.scot/pvg-scheme/

We are committed to attracting and engaging a diverse range of staff and fostering a culture where everyone feels welcome, comfortable to express their ideas, and can reach their full potential. For more information, please visit Our Diverse Workforce pages.

To apply, please submit your CV and a covering letter, detailing how you meet the requirements of the role, as set out in the person specification.

Job Description

RESPONSIBLE TO: Team Lead

RESPONSIBLE FOR: No supervisory responsibility

PURPOSE OF POST: To ensure that all activities & facilities are operating efficiently & safely in order to exceed customers expectations.

PRINCIPAL DUTIES: Ensure the comfort, safety and enjoyment of all RGU SPORT users.

In collaboration with others strive to meet sales, key membership, usage and retention targets and ensure you are aware of them at all times.

Comply to service standards and procedures with a focus on operational efficiency, continuous improvement and customer focus.

Undertake all reception duties such as: sales, answering telephone, accepting bookings, collecting payments, issuing receipts and preventing any unauthorised use of RGU SPORT.

Assist in opening, cashing up & closing procedures.

Provide advice and guidance to customers and colleagues through regular interaction.

Maintain vigilant supervision of pool and facility users at RGU SPORT, ensuring their safety at all times.

Provide gym instruction and sports coaching as and when required. Either on shift or off shift. No additional payment when on shift.

Ensure all equipment and courts are set up appropriately, safely and on time, and when not in use, are stored securely and safely. Any maintenance issues must be reported.

Administer first aid, effect pool rescues and carry as resuscitation as required (training will be provided monthly).

Have a basic knowledge and understanding of health and safety including; fire evacuations, COSHH, manual handling, risk assessments and appropriate use of personal protective equipment. Attend regular colleague training (minimum of 2hrs a month) and personal development sessions.

Ensure that qualifications are updated as and when required.

Build effective working relationships and co-operation with other colleagues within RGU SPORT and across the University.

Regularly check and clean specified areas as and when required. Carry out duties and regular administrative tasks as required by RGU SPORT Senior Management Team.

Person Specification

ESSENTIAL REQUIREMENTS

Qualifications
National Pool Lifeguard Qualification (NPLQ)

Knowledge and skills
Ability to relate well to students, colleagues, clubs & the community.

Well-developed interpersonal skills.

Able to utilise Microsoft Office and bespoke IT packages.

Knowledge of current developments within the sport, exercise, fitness and leisure industries.

Experience
Work experience within a similar sport, exercise & fitness environment.

Experience of being customer focused and working in a busy reception area carrying out all main duties.

Experience of working within a team.

Unsociable Hours
This role involves shift working which will vary from 5.30am until 10.30pm. Weekend working will be required.

Punctuality is essential.

DESIRABLE REQUIREMENTS

Qualifications
Level 1 or 2 swimming teacher qualification.
Pool Plant Operators Certificate.
Exercise and fitness instructing/coaching qualifications.
CWI (climbing wall instructor) certificate.

Experience
Experience of working in the commercial fitness sector.

Experience of sports coaching or fitness instructing.

Behaviours

Behaviour 1: Communication - Ability to receive, understand and convey both straightforward information, and information requiring careful explanation, in a clear and accurate manner

Behaviour 2: Service Delivery - Experience of giving customers a positive and satisfactory service, by providing accurate and up to date knowledge of services available in own and related areas of work

Behaviour 3: Decision Making - Experience of using own judgement to make decisions, making collaborative decisions with others to reach conclusions and providing advice or information that will influence the decisions of others

Behaviour 4: Team Work and Motivation - Experience of being supportive and encouraging to others, with a flexible approach to delivering team results. Actively contribute to team morale

Salary: 26093.00 - 28778.00 GBP per Year

Position Type: Supply/Casual/Relief , Fixed Term