

## **Sports Operations Assistants - 2 posts**

**Student and Academic Services**

**Campus Services / Sport**

**Fixed term for 6 months**

**Part time 0.51 FTE / 19 hours per week / working on a shift basis covering evenings and weekends (see below for more information)**

**£19,612 to £22,417 (pro rata) dependent on experience**

**Job number 066806**

**Closing date 09/05/21 at 23:30**

### **Equality, diversity and inclusion**

Equality, diversity and inclusion are essential to our academic and business strengths. We believe that excellence comes through recognising the value of each individual.

Sheffield Hallam welcomes applications from all candidates irrespective of age, pregnancy and maternity, disability, gender, gender identity, sexual orientation, race, religion or belief, or marital or civil partnership status.

Find out more about equality and diversity at Sheffield Hallam at [shu.ac.uk/about-us/jobs/people/a-diverse-workforce](https://shu.ac.uk/about-us/jobs/people/a-diverse-workforce)

### **Positive Action**

This role is part of the Equal Merit Principle, a Positive action programme that is designed to address the underrepresentation of minority ethnic staff across our University.

If you would like to understand more about this scheme or positive action at Sheffield Hallam please email our recruitment team at [hrodadvisory@shu.ac.uk](mailto:hrodadvisory@shu.ac.uk) or call 0114 225 4264.

### **Location and work pattern**

These posts will be required to work at both our [Sports Park](#) and [Athletics Stadium](#).

The Sports park is situated just one mile from the M1 Junction 34, close to Meadowhall, this venue features 7 full-sized pitches suitable for a variety of sports.

Sheffield Hallam University City Athletics Stadium on Woodbourn Road is the home to outdoor athletics for Sheffield and the surrounding areas. It includes a range of outdoor activities and is open to the community for athletics and events.

Due to the current COVID19 situation we will continue to monitor the government guidance and apply it appropriately to this recruitment.

We have the following shift patterns available:

Post 1

Tuesdays	16:00 – 21:00	Athletics Stadium
Fridays	16:00 – 21:00	Sports Park
Saturdays	08:30 – 18:30	Sports Park

Post 2

Wednesdays	16:00 – 21:00	Sports Park
Thursdays	16:00 – 21:00	Athletics Stadium
Sundays	08:30 – 18:30	Sports Park

**Discussion and selection event**

For informal enquiries regarding this post please contact Richard North on:

**Telephone** 07881 585 550  
**Email** [r.north@shu.ac.uk](mailto:r.north@shu.ac.uk)

**Proposed selection event** 19/05/21

The selection event for this post will comprise of an interview

**Job share**

Whilst this job is unlikely to be suitable for work on a job share basis, we understand the need for a healthy work-life balance, so where possible we operate a number of flexible working schemes.

**If you'd like to work on a flexible basis please contact the recruiting manager to discuss options available for this job.**

## JOB DESCRIPTION

<b>Job Title:</b>	Operations Assistant	<b>Reports to:</b>	Facilities Operations Manager
<b>College / Directorate:</b>	Campus Services	<b>Direct Reports:</b>	None
<b>Grade:</b>	4		

### Role Purpose:

To support the effective operation of the University's Sports Facilities at Sports Park and Sheffield Hallam University City Athletics Stadium (SHUCAS), providing an excellent customer experience and maintenance of a safe environment.

### Professional Services Generic Responsibilities - Grade 4

- ✓ To deliver customer service excellence, ensuring consistency and accuracy in accordance with relevant systems, processes and regulations.
- ✓ Contribute to service development and innovation; support customer engagement with formal feedback mechanisms; gather information on the impact of services, schemes and projects to support continuous improvement.
- ✓ Working collaboratively across Professional Services, to provide consistency and high quality service provision; liaise with stakeholders and colleagues; share information and participate in working groups and meetings.
- ✓ Embody the University's values both within and outside the organisation, role modelling behaviour and supporting equality, diversity and inclusion.
- ✓ Work flexibly across Professional Services to accommodate peak periods and adapt to changing demands in service delivery. Provide operational support to the University's annual programme of activities, e.g. Open Days, Course Information Days, clearing, enrolment and graduation.
- ✓ Support the culture and vision of Professional Services, demonstrating a commitment to ongoing personal development.

### Role Specific Responsibilities

- ✓ To deliver first level advice and guidance, to customers and visitors using university sport facilities, adhering to service standards;
  - managing all types of enquiries via phone, email, webchats, forums and face-to-face, signposting to other services/resources as required
  - complaint resolution, ensure the appropriate escalation of issues and areas of concern.
- ✓ To provide an integrated, consistent model of customer support, working in collaboration with other University services, to ensure prevention, early intervention and timely resolution of practical and/or welfare issues: this includes undertaking a range of administrative and physical tasks (e.g. taking bookings, setting up sports pitches or athletics equipment and the recording and sharing of any customer complaints).
- ✓ To provide organisational and administrative support for Sport, contributing to an excellent customer experience; including clerical support e.g. bookings, cash handling and food service.
- ✓ To maintain confidentiality and treat sensitive issues with appropriate tact and diplomacy.

- ✓ To ensure effective use of administrative systems, record keeping within an agreed framework, for example:
  - maintain sports pitch bookings and responding to queries placed through the enquiry management systems UniDesk, ensuring the consistency and integrity of information
  - produce routine MI reports and statistical information on sales and bookings as required
- ✓ To administer a range of events, visits, training, meetings and appointments e.g. arrange facilities and hospitality; respond to customer queries and offer advice to site users.
- ✓ To monitor and support the development of online resources and information, ensuring currency and accuracy e.g. self-help tools, Blackboard, online chat, podcasts.
- ✓ To provide practical support in the upkeep of the surrounding environment, ensuring:
  - availability and accessibility of information and equipment e.g. stock maintenance, sorting and replenishment
  - damaged stock/equipment is reported and/or repaired
  - information is neatly presented and up-to-date, and the physical space is clean and tidy
  - health and safety concerns are reported
- ✓ To support Department compliance with Health and Safety procedures e.g. DSE assessments and Fire Marshal duties.

The above list is not exhaustive and, as such, you may be required to undertake other duties appropriate to your grade.

## Person Specification

The recruitment and selection process for all roles is based on a combination of role specific requirements and professional services capabilities.

### Essential role specific requirements

To be evidenced within your online application (dependent on the role we may assess these further at the selection event following shortlisting):

- ✓ Experience of carrying out administration activities
- ✓ Experience of organising and supporting sports activities, events/ projects
- ✓ Experience of dealing with customer issues and resolutions, answering queries and signposting/ escalating more complex issues as appropriate.
- ✓ Working effectively in an environment of regulations and procedures (e.g., data protection regulations, Finance Procedures)
- ✓ Experience of working in a sport / fitness environment.
- ✓ Proficient in the use of a sport booking system (e.g., MRM Gladstone system).
- ✓ Willingness and flexibility to work weekends and evenings subject to business needs.

### Desirable role specific requirements

To be evidenced within your online application (dependent on the role we may assess these further at the selection event following shortlisting):

- ✓ First aid qualification

### Professional Services Capabilities (see attached Framework for further details)

To be assessed at the selection event following shortlisting:

- ✓ Delivering customer service - Foundation Level
- ✓ Working collaboratively - Foundation Level
- ✓ Thinking commercially - Foundation Level
- ✓ Planning - Foundation Level

The recruitment and selection process will be based on a combination of both Role Specific and Professional Services Capabilities. As an employee of Sheffield Hallam University, you will be expected to demonstrate all the Professional Services Capabilities. However, the ones highlighted above have been identified as the priority areas for this role and will form a significant part of the recruitment process.