



UNIVERSITY OF LEEDS

## CANDIDATE BRIEF

Sports Duty Manager, Facilities Directorate



**Salary: Grade 5 (£22,214 - £25,728 p.a.)**

**Reference: FDCCS1138**

**Closing date: 12 December 2017**

**Interview Date: 11 December 2017**

**\*\*Open to University of Leeds staff only\*\***



## Sports Duty Manager

### Sport and Physical Activity, Facilities Directorate

**Are you customer focused and dedicated to providing an excellent service? Do you have excellent management, leadership and organisation skills with the ability to plan and prioritise work effectively?**

The University of Leeds has recently made a significant investment into its sporting facilities with a £5.2 million investment at our Bodington Playing Fields site. This included the construction of the new Brownlee Centre and a 1.6km closed loop road cycle circuit. Other recent projects have included a new FIFA quality and World 22 standard 3G pitch and an international standard water based hockey pitch at Sport Park Weetwood.

You will be responsible for the day-to-day management and supervision of our operations team at our Sports Park Weetwood. You will be accountable for ensuring the provision of safe, clean and high quality sports facilities. You will have significant experience working in a sport or leisure facility in a supervisory or management role, with experience of monitoring and maintaining high standards of facility presentation, and customer service with a commitment to providing high quality customer care. You will be proven manager with excellent team work and communication skills.

This is a full time role working on a shift basis which includes the requirement for you to work early mornings, evenings, weekends, University closure days and bank holidays.

### What does the role entail?

As a Sports Duty Manager your main duties will include:

- Supervising staff working within the Sport Park Weetwood operations team, and when required operational staff at the Bodington Playing Fields site;
- Ensuring that appropriate standards of performance are maintained, relevant cleaning and maintenance is carried out, and operational procedures are adhered to;
- Ensuring that staff provide excellent customer care, and responding and resolving customer complaints as necessary to maintain a high level of customer care;



- Day to day supervision of operational staff including induction, training and development, preparations of staffing rotas, and contributing to the recruitment process to maintain staffing levels;
- Day-to-day management of the sports facilities including daily inspections of facilities and equipment, opening and closing buildings and facilities, security of sports facilities and equipment, liaising with contractors and Estate Services as required;
- Monitoring bookings for sports facilities and customer feedback, reporting any issues to the Operations Manager as required and implementing strategies to improve customer satisfaction;
- Assisting with the moving and setting up of sports equipment as required;
- Acting as a fire warden and first aider as required;
- Being responsible for managing and safeguarding petty cash and cash floats, carrying out stocktaking and ensuring the safe transfer of income;
- Being the nominated person acting on behalf of the Licensee of the facilities Café/Bar, carrying out bar duties as required including bar management and maintenance;
- Contributing to projects as agreed to enhance the efficiency of working practices and health and safety procedures, including the development of Standard Operating Procedures and Key Performance Indicators (KPIs);
- Contributing to the development of facility use, providing usage reports, identifying problems and proposing solutions regarding facility usage;
- Working flexibly, providing cover for colleagues during periods of absence, and working at our other sports facilities as required, attending meetings, forums and working groups as required;
- Working within and ensuring adherence to both the University's and Sport and Physical Activity's Health and Safety, Food Safety and Equality and Diversity policies.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

## What will you bring to the role?

As a Sports Duty Manager you will have:





- Significant experience of managing a sports/leisure complex in a customer-facing environment, with a commitment to providing excellent customer care;
- Experience of supervising staff with proven ability to motivate and influence others;
- Excellent communication skills, with the ability to persuade, negotiate and influence others and the ability to build effective working relationships;
- Excellent organisational skills, with the ability to work under limited supervision and also within a team;
- Excellent numeracy and literacy skills with a high level of accuracy and attention to detail;
- Excellent IT skills with experience of using Microsoft Word;
- A Personal Licence (or willingness to complete within 3 months);
- A Level 2 Food Hygiene Certificate (or willingness to complete within 3 months) and knowledge of food hygiene and food safety legislation;
- Knowledge of outdoor sports facility management;
- A current First Aid qualification (or willingness to complete within 3 months);
- An ability to demonstrate behaviours in line with University and Commercial and Campus Support Services 'values.

You may also have:

- Relevant fitness industry qualifications;
- Experience of working in a catering and/or bar environment.

## How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

## Contact information

To explore the post further or for any queries you may have, please contact:

**Gawaine Mackenzie-Hogg, Operations Manager – Outdoor Sports Facilities**

Tel: +44 (0)113 274 5852

Email: [g.d.hogg@leeds.ac.uk](mailto:g.d.hogg@leeds.ac.uk)



## Additional information

### Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

### Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at [disclosure@leeds.ac.uk](mailto:disclosure@leeds.ac.uk).

## Criminal record information

### Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations on our [Criminal Records](#) information page.

