



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Recreation Assistant, Facilities Directorate



Salary: Grade 2 (£9.02 - £9.53 per hour)

Reference: FDCCS1276

Closing Date: 24 October 2019

Interview Date: 31 October 2019

More than 1 post available

Recreation Assistant

Sport and Physical Activity, Facilities Directorate

Are you customer focused and dedicated to providing an excellent service? Do you have excellent 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 include a new FIFA quality and world 22 standard 3G pitch and an international standard water based hockey pitch.

As a Recreation Assistant you will work as part of a small team ensuring that the environment is safe for use and that a high level of customer service is maintained at all times. You will undertake a range of duties including cleaning tasks, setting up sport areas and moving equipment safely. There will also be a requirement for you to cover reception duties at some of our smaller sites, as required.

You will have excellent communication skills and have a helpful attitude towards customers, with the ability to work independently and also as part of a team. You will also be able to maintain a positive attitude, whilst sometimes working under challenging situations. You will be required to work on a shift based system, which includes evening and weekend work. Hours of work will be variable dependent upon the needs of the business.

What does the role entail?

As a Recreation Assistant your main duties will include:

- Delivering an excellent customer service by providing a professional and positive welcome to customers and visitors to the facility, in line with service standards;
- Working as part of a team to prepare and serve food, alcohol and soft drinks;
- Clearing, cleaning and preparing the eating areas and kitchen as required;
- Following first aid practices in accordance with our service procedures;
- Adhering to Health and Safety procedures and reporting accidents to the Duty Manager;



- Undertaking cleaning duties in accordance with COSHH (Control of Substances Hazardous to Health) regulations and using cleaning machinery as necessary;
- Assisting with moving and setting up sport and leisure equipment as required events held at the facilities;
- Monitoring attendance for bookings and completing associated reporting data;
- Providing support for other aspects of the service as required and on occasions cover reception duties;
- Attending training, meetings and forums to contribute to the development of the service as required;
- To work within and ensure adherence to both the University's and Sport and Physical Activity's Health and 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 Recreation Assistant you will have:

- Experience working in a customer focused environment with a commitment to providing excellent customer service;
- Excellent communication and interpersonal skills, with the ability to develop effective working relationships;
- An ability to work independently as well as in a team across departments;
- An ability to effectively work under pressure and during challenging situations;
- An ability to work accurately, with high attention to detail;
- An ability to demonstrate behaviours in line with University and Commercial and Campus Support Services' values.

You may also have:

- Experience of working in a bar/café environment;
- Experience working in a Sports facility environment;
- Experience of working with cleaning materials, with knowledge of COSHH regulations;
- Current valid First Aid qualification;
- Current valid Food Hygiene qualification;



- To hold or be working towards a Manual Handling competency certificate.

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:

Sports Duty Manager

Tel: +44 (0)7715 414601

Email: pedweet@leeds.ac.uk

Additional information

For more information about Sport and Physical Activity visit <https://sport.leeds.ac.uk/>.

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.

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.

