

Job Title: Operations Assistant

Unit/School: Cardiff Met Sport

Grade: 2A/B

HERA: CMETS82

Core purpose of role

To deliver the sports facilities that meet these demands, we rely on a workforce that is able to work across areas of the business, including front of house and within the sports facilities to assist the team in providing a high-quality facility, a safe environment in which to train and compete, and a great customer experience.

To help achieve this, you will:

- Assist the Operations Manager and Administration team in the efficient, effective and economic delivery of services and the utilisation of resources to fulfil the requirements of Cardiff Met Sports Facilities.
- Be responsible for delivering high levels of customer care and service delivery from the sports facilities areas.
- Under the direction of the Duty Manager ensure the sports facilities and associated areas, the sports programme and service delivery are of the highest standard during all hours.
- Assist the Duty Manager to ensure that the Centre is operated at all times in accordance with all current legislation and statutory requirements (in particular the H & S at Work Act).

This role will require you to be able to work both front of house and assisting the team across the facilities and is therefore an ideal opportunity for someone wishing to gain experience and knowledge necessary to a career in Sports Facilities Management.

Key responsibilities and contributions

- Be responsible for the operation of the campus sports facilities and associated areas in terms of front of house/reception, lifeguarding, security, cleanliness and tidiness, safety of customers and emergency procedures.
- Assist under the supervision of the Duty Managers in the implementation of the sports programme ensuring the needs of students, staff and external users are met.
- Liaise with the Duty Managers to ensure the sports facilities and light/basic equipment are properly prepared and reinstated according to the programme of activities.
- Assist and advise customers regarding booking enquiries, in addition to checking and to challenge unauthorised entrants and prevent inappropriate or

illegal use of the sports facilities and equipment. This may be face-to-face, by email or by telephone.

- To deal with all enquiries related to the sports facilities and associated areas such as bookings, memberships, prices, directions to facilities and to issue written material where appropriate.
- Provide back up and support within the staffing structure and carrying out the duties of another member of the sports team in the event of absence, holiday or illness.
- Deal with lost property items and to record and store items in an appropriate manner in conjunction with the Duty Manager.
- Keep regular checks on all light/basic equipment to ensure repairs and hygiene are maintained.
- Monitor the safe usage of the facilities in line with the university Health and safety guidelines.
- Control access to all campus sport facilities, locking and unlocking as required.
- Complete daily checklists of facilities, reporting back any issues via online check list as well as direct to the Duty managers
- Be responsible for specific sports/ancillary areas as agreed with the Duty Manager and to ensure they are kept clean, tidy and safe at all times.

Person specification

Essential qualifications / Professional memberships

1. NPLQ (must be achieved within 1 month of appointment)
2. A certificate in first aid (must be achievable to carry out the role)
3. Pool plant operators certificate (training can be provided)

Essential experience, knowledge and skills

1. A strong commitment to sport and fitness
2. Experience of working within a sports environment
3. Monitoring facilities efficiently
4. Maintaining specialised sports equipment
5. Ability to work as part of a team
6. Effective communication and time management skills
7. Ability to use computer system including Microsoft Office and electronic booking systems / platform.

Desirable

1. 5 GCSE (A-C) or equivalent



2. A good understanding of customer care and health and safety issues
3. Previous work experience, or desire to work, in a customer orientated environment

Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh.				
B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
B2 - Upper intermediate user Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
C1 - Fluent user Can communicate fluently in Welsh.				
C2 - Master user Can communicate fluently on complex and specialist matters in Welsh.				

Disclosure & Barring Service requirements

This post requires a basic DBS check.



Supporting information

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.