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**Operations Assistant**

**GRADE 3**

**Job Purpose**

The post holder will work within a customer facing team, responding to UofG Sport member’s needs, maintaining facilities and equipment, providing exercise advice, and ensuring a safe and welcoming environment.

**Main Duties and Responsibilities**

1. Proactively engage and communicate with customers to provide outstanding customer service.
2. Provide information to existing and prospective customers on the services provided in a positive and professional manner.
3. Provide pool lifeguard and steam room/sauna supervision to maintain levels of safety, guidance for users and other pool area etiquette.
4. Undertake key building operations tasks and maintain high level of cleanliness, for example, set up/take down of equipment, cleaning of changing and toilet facilities, laundry duties, preventative maintenance of equipment and fabric of building, record maintenance information and report faults/damages.
5. React to emergency situations, apply first aid treatment and complete relevant documentation.  Responsible for the co-ordination with emergency services, customers, and Duty Managers in the event of an incident and in line with Emergency Action Plan (EAP) and Normal Operating Procedures (NOP).
6. Knowledge of specialist equipment, such as Lifefitness Elevation products, consoles and programmes, to ensure safe and proper use by customers and assist users with basic operation of exercise equipment and correcting poor technique.
7. Responsible for dealing with telephone enquiries, bookings, equipment hire, lost property, PA announcements and assisting with cash handling via the Leisure Management System.
8. Ensure compliance with relevant Health & Safety and ISO legislation during all work activities as detailed within the EAP and NOP.
9. Assist the Duty Managers and Senior Operations Assistants in facility closing procedures to ensure customers have vacated the premises and the facility is safe/secure.

**Qualifications**

* Either: Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary knowledge and skills in a similar role. Or: Scottish Credit and Qualification Framework level 4 in English and Mathematics (National 4) or equivalent, and some experience of working in a similar role.
* Requirement to hold either an up-to-date National Pool Lifeguard Qualification (NPLQ), and/or First Aid at Work qualification. If only one qualification is held, there is a requirement to obtain the other within 6 months of commencing employment.
* Level 2 Gym Instructor Qualification.

**Knowledge, Skills and Experience**

* Knowledge of relevant Health & Safety procedures, e.g. manual handling, First Aid at Work.
* Confident communicator with good interpersonal skills, adjusting style to suit different audiences or situations.
* Ability to work well under pressure and deal with customer queries in a timely and proactive manner.
* Work independently and as part of a team, actively contributing to team morale.
* Time management skills.
* Strong swimming and lifeguard skills, including spinal board management.
* Ability to react calmy, quickly and efficiently in emergency situations.
* Relevant sport/leisure facilities experience.
* Skilled in operating specialist equipment such as Lifefitness Elevation products, consoles and programmes.
* Cash handling and till operation.