
University of Sunderland

Role Profile

Part 1

Lifechanging



**University of
Sunderland**

Sport, Fitness & Wellness Assistant (CitySpace fitness)

Job Title:	Sport, Fitness & Wellness Assistant (CitySpace fitness)
Reports to:	Sport, Fitness & Wellness Duty Officer & Supervisor
Grade:	B
Working Hours:	37 hours per week
Faculty/Service:	Student Journey – Institute of Sport
Location:	CitySpace, Sunderland Campus
Main Purpose of Role:	To work as part of a team responsible for providing a safe, clean and pleasant environment for CitySpace users, delivering on high standards of service provision. Maintain a proactive and effective support role across the breadth of the Institute of Sport and Student Journey

Key Responsibilities and Accountabilities:

- To assist management to control, monitor and supervise the use of the Centre to ensure the safety and security of all CitySpace users.
- To assist in the Fitness suite with a range of Health and Fitness services including induction, fitness assessments, and personal programmes for the benefits of users
- To clean and maintain the Centre and the immediate external environment of the building to ensure a high standard of cleanliness of all areas for users
- To assemble and dismantle, store and maintain equipment according to manufacturers guidelines, best practice, manual handling and any other relevant Health & Safety legislation for the effective functioning of the Centre
- To carry out general Portering duties as required including receiving a delivery of goods and supplies and transporting them to appropriate storage areas
- Report defects and carrying out basic repairs to kit and equipment
- Deal with accidents and emergencies; administer First Aid where necessary, in line with Health and Safety policies and procedures.
- Assist with the induction and training of new staff with specific reference to the duties and responsibilities of their role.
- To assist in providing reception cover for the Centre as deemed appropriate by the Duty Officer or Facilities Manager.
- Provide advice and information to CitySpace users and answer, in a polite manner, general enquiries whether by telephone or in person on programme details, opening hours, membership etc
- Use information technology to design and monitor exercise programmes, make bookings, process membership applications and provide support and advice to users

	<ul style="list-style-type: none">• To assist and encourage users to make the most of the Facilities and assist in promoting/marketing the services offered by CitySpace• To participate in training sessions as required and maintain personal qualifications to meet professional competence• Support colleagues to deliver Climbing wall sessions.• To carry out any other duties or responsibilities which are appropriate to the grade of the post as specified by the Facilities Development Manager
Special Circumstances:	<p>The post holder will be expected to work flexible hours which includes early morning, evenings and weekend work as standard.</p> <p>You will be required to undergo an enhanced DBC check</p>

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Role Profile

Part 2

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Part 2A: Essential and Desirable Criteria

Essential

Qualifications and Professional Memberships:

- Relevant fitness instructor qualification e.g. YMCA gym instructors award level 2 (or REPS equivalent)

Knowledge and Experience:

- Experience of working in a sports related environment
- Experience of cleaning methods
- Experience of setting up and dismantling sports equipment
- Able to communicate confidently and clearly to the public and colleagues on a range of issues
- Excellent organizational skills
- A flexible approach to work and the ability to work alone or as part of a team
- Knowledge and experience of providing good customer care practices
- Sound knowledge of sport training principles, conducting fitness inductions and devising personal programs to a range of Fitness Suite users with varying degrees of experience.

Desirable

Qualifications and Professional Memberships:

- Current First Aid Certificate.
- Fitness class instruction/coaching qualification.

Knowledge and Experience:

- Experience of interaction with students and a Higher Education institution
- Cash handling and reconciliation experience
- Word processing/computing literacy

Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage

Communication

Oral Communication

- Delivery methods are chosen and tailored to aid understanding and meet the needs of others
- Takes action to correct any misunderstandings or mistakes
- Checks on recipient's understanding and takes action to remedy any miscommunications
- Adapts style in response to feedback

Written Communication

- Anticipates the others' needs for information
- Adjusts the level of content to suit audiences with varying levels of understanding and ability
- Provides information in a suitable format so that the others' needs are met
- Uses a range of different formats, chosen to the diverse needs and ensure understanding

Decision Making

Independent Decisions

- Considers wider impact of decisions, assesses possible outcomes and their likelihood
- Uses judgment to make decisions with limited or ambiguous data and takes account of multiple factors
- Distinguishes between the need to make a decision, when to defer and when not to take a decision

Collaborative Decisions

- Helps others to explore options that initially appear to be inappropriate or unfeasible and recognise when a decision is or is not needed
- Enables others to contribute to decisions
- Ensures that options are weighed, outcomes identified and chances of success considered
- Challenges decisions, appropriately to ensure consideration and processes are robust

Pastoral Care & Welfare

- Calms and reassures those in distress
- Provides assistance recognizing the limits of own ability and responsibility
- Refers to others when extra help is needed

Planning and Organising Resources

- Suggests ways of improving working practice and use of resources
- Creates realistic plans to achieve own deadlines and objectives
- Monitors progress of self and or others so that corrective action can be taken if needed

Service Delivery

- Has accurate and up to date knowledge of services available in own and related areas of work
- Correctly refers customers elsewhere
- Ensures that the experience of each customer is positive and satisfactory
- Learns from complaints and takes action to resolve them

Team Development, Teamwork & Motivation

- Provides induction material and early experience to help new colleagues learn their job and become part of the team quickly
- Acts as a buddy, coach and role model to new colleagues without waiting to be asked

Date Completed:

Updated June 2022