

UNIVERSITY OF SUSSEX
Residential, Sport and Trading Services



Senior Duty Manager
Falmer Sports Complex

Permanent, full time

Salary range: £26,391 to £29,704 per annum

Sussexsport at the University of Sussex wishes to recruit a Senior Duty Manager for the Falmer Sports Complex (FSC). The complex, is one of two facilities, and is our main outdoor facility used by staff, students and the local community including Brighton Hove Albion FC. Recent investment has seen the upgrading of the main fitness facility located at the FSC with the latest CV and resistance equipment from Life Fitness.

Applicants should hold or be willing to work towards a recognised management qualification in addition to being a qualified fitness instructor. Proven experience in the leisure industry preferably working in a supervisory capacity is essential. Knowledge of standard Microsoft computerised packages and leisure management systems would be an advantage.

The Senior Duty Manager has responsibility for overseeing the day to day operations ensuring the efficient and effective running of the complex. The Senior Duty Manager will also contribute to fitness instruction, and coaching as required.

The position is an exciting opportunity for an individual with good communication, organisational and time management skills and the ability to motivate staff.

The post will be based on a 36.5 hours per week shift rota and the salary will be in the range of £26,391 to £29,704 per annum depending on experience.

For an informal discussion about the post please contact Simon Tunley on 01273 678228

Closing date for applications: 17th April 2009

For full details and how to apply see www.sussex.ac/jobs

The University of Sussex is committed to equality of opportunity

2 The University

About the University of Sussex

The University of Sussex was the first of the new wave of universities founded in the 1960s, receiving its Royal Charter in August 1961. Over the following 45 years, the University has grown to become a leading teaching and research institution. We currently have over 11,000 students, 2,500 staff and turnover is £120m a year.

International reputation

Sussex has academic links with every continent, over 2,300 international students from 100 countries, and teaching staff from 40 nations, which gives the University a strongly international feel. In the 2007 *Times Higher University World Rankings*, Sussex was ranked in the top 25 in the UK, the top 50 in Europe and the top 150 in the world.

Research excellence

We are a leading research university, as reflected in the 2001 Research Assessment Exercise. All subjects at Sussex were rated either grade 4 or 5, recognising research of national and international standard respectively. Over 90% of staff are researching at this high level, the majority in areas of international excellence.

Teaching and learning

Applications to UG study Sussex have grown by over 50% over the last 5 years. Since 2003, Sussex teaching staff have won national teaching fellowship awards for four consecutive years. The International Student Barometer, adopted by the UK Government as the official international measure of student opinion, voted Sussex the "Place to Be" in 2006-07.

Business engagement

We have important academic collaborations with, amongst others, American Express and Rolls Royce. The Sussex Innovation Centre, wholly owned by the University, is based on the campus and has recently doubled in size. The Regional Development Office has a significant role in bringing business partners to campus and in helping to provide University services to mostly SME's in the region.

Specialist resources

Its consistently high reputation in experimental subjects ensures that Sussex has an excellent infrastructure of laboratories and academic support services. The Library is noted for its specialist holdings including the Virginia Woolf, Rudyard Kipling and New Statesman papers and the Mass-Observation Archive.

Campus life

Sussex is the only university in England which is entirely located in a designated Area of Outstanding Natural Beauty. The University campus is set on the edge of the Sussex Downs, and just a few minutes away is the lively, friendly seaside City of Brighton & Hove with its great leisure facilities and its rich, eclectic cultural life.

Designed by Sir Basil Spence, the buildings that make up the heart of the campus were given listed building status in 1993. Falmer House is one of only two educational buildings in the UK to be given grade 1 status in recognition of its 'exceptional interest'.

Building for the future

Over the last four years we have opened teaching and research buildings for the new Brighton and Sussex Medical School, expanded the Innovation Centre, developed a new centre for genome research, and created the Freeman Centre, the largest international centre for science, innovation and technology policy research.

The University currently has a £50m capital programme, to create new student residences, refurbish and redevelop teaching space and labs, and produce a greener campus heating system.

3. Senior leadership and management

The Vice-Chancellor (Professor Michael Farthing) is the senior academic officer and, as Chief Executive, is responsible to the University Council for management of the University. He is supported by an executive group which includes the Deputy Vice-Chancellor, the two Pro-Vice-Chancellors, the Registrar and Secretary, the Director of Finance and the Director of Human Resources. The Deans of the Schools of Studies at Sussex report to the Pro-Vice-Chancellors.

The Registrar and Secretary heads the Professional Services of the University. In addition, under the University Statutes, the Registrar and Secretary is Secretary to the University Council. The Director of Finance reports to the Vice-Chancellor. The Director of ITS and the Librarian report to the Deputy Vice-Chancellor.

4. The School / Division

Sussexsport

Facilities

Sussexsport is split between two sites on campus; The Sport Centre and the Falmer Sports Complex which are approximately half a mile apart.

The Sport Centre houses; 2 sports halls which cater for large number of indoor sports, a dance studio/dojo, 4 glass backed squash courts, solarium, a small fitness room (incorporating a Life Fitness Circuit) and a therapy room which incorporates a sports injury clinic, beauty therapy and a wide range of complimentary therapies.

The Falmer Sports Complex (FSC) has recently benefited from a fitness room refurbishment, which now consists of the most up to date Life Fitness cardiovascular and strength equipment. The refurbishment also expanded our free weight section to allow for a separate strength & conditioning room. The facility also hosts 2 squash courts, a full size floodlit AstroTurf pitch, 6 tennis courts, 5 grass football pitches, cricket pitch and a sports bar, serving food and catering for large events.

Usage

The facilities are predominantly used by staff and students although Sussexsport has regular community users, particularly at evenings and weekends. The facilities are the regular training base for Brighton and Hove Football Club and the girls and boys centres of excellence for football in Sussex. The Service has also hosted local, regional and international events and recently staged the European Kendo championships. We have also provided facilities for the Brighton Bears Basketball team and Sussex County Cricket Club

We now also run popular South coast children's camps in the Easter and summer vacations including sports such as basketball, tennis and cricket.

During term time over 20 different Sports Federation clubs use both venues for team training. The classes and course programme offers a wide variety of aerobics, dance and movement classes with over 50 sessions offered each week. In addition intra-mural and inter-area leagues and tournaments provide for opportunities for more casual and friendly involvement in sport for players who do not play for University team.

For further information visit our web pages: <http://www.sussex.ac.uk/sport/index.php>

Additional Information for applicants

Sussexsport offers a friendly working environment and has a strong commitment to staff development and training. The service was awarded Investors in People Award. Applicants will need to have a strong commitment to working as part of focused and enthusiastic team. The successful applicant will be provided with a full induction programme which will cover the key aspects of the role including training on the Services computerised booking system and till (SCUBA). Prior experience of using a computer would be advantageous.

5. Job Description

UNIVERSITY OF SUSSEX



Job Description for the post of: Senior Duty Manager (FSC)

Department	Trading, Sport and Residential Services
Section / Unit / School	Sussexsport
Location	Falmer Sports Complex
Grade	Grade 6,
Responsible to	Deputy Head of Sport
Responsible for	To ensure the efficient running of day to day operations and services and the delivery of programmes within Sussexsport with support from the Deputy Head of Sport. Approximately 40% of the role will involve management responsibilities over and above those of the Duty Manager role.

Purpose of the post

Senior Duty Manager (SDM) Specific Duties (40% of time)

- 1 Meetings
 - To attend monthly management meetings
 - To organise and chair monthly operational meetings with Duty Managers to ensure all operational procedures or issues relating to programme delivery are managed effectively
 - To meet regularly with the Deputy Head of Sport to ensure alignment of Sussexsport operational procedures on both sites.
- 2 Staffing

- To line manage and carry out bi-annual appraisals for all Sports Assistants and Receptionists and to contribute to annual reviews of all Duty Managers which are carried out by the Deputy Head of Sport
- To implement and oversee staff training and induction processes for new staff in the areas of customer care, operating procedures including the day to day use of the leisure management information system and health and safety.
- To manage all rotas, holidays and overtime of operational staff. Sign off time sheets and record overtime hours
- To play a key role in interviewing and recruitment of Duty Manager and Reception Staff and to take responsibility for the recruitment and selection of part time sports assistants.
- To bring to senior management attention any concerns or issues about staff.
- To be the main point of contact for accepting and organising work experience students.

3 Repairs and Maintenance

- To supervise, design weekly cleaning and maintenance schedules for each building and facilities and to ensure that these have been completed by cleaning contractors and duty managers to a satisfactory level.
- To ensure that Estates and Facilities are contacted for any minor repairs, and that completion of all works orders are recorded by Duty managers.
- To advise the Deputy Head of Sport on replacement and repair of equipment so that maintenance schedules can be updated accordingly and minor repairs carried out in line with budget allocations.
- To ensure equipment audits are carried out on a termly basis, this is to include checking servicing requirements have been met and that inventories are maintained.
- To take responsibility for cleaning materials and equipment including ordering and stock control.

4 Vending/Shop Sales

- To provide the Deputy Head of Sport (DHS) with termly/annual reports and analysis of vending performance. Ensure machines are stocked and filled at all times and stock is monitored by Duty Managers.
- To carry out and oversee all stock controls take responsibility for purchasing equipment and sports stock for reception sales.

5 Sports Federation/Contract Bookings

- To programme sports federation usage and ensure that BUSA match requirements are scheduled
- To ensure facilities meet any special requirements for tournaments, fixtures and events.
- To manage all contract bookings ensuring they are set up on system; booking forms are sent out and that payment options are confirmed and administered.

6 Events/Tournaments

- To work with the examinations office to ensure operational requirements are met for exams.
- To take responsibility under the supervision of the Deputy Head of Sport for any other conference or sporting event held at the Sport Centre facility i.e. UCAS Fair, European Kendo Championships.
- To liaise where appropriate with the Food and Bars Manager on catering issues.

7 Annual Reports

- To provide, with support from the DHS, the Head of Sport with annual reports

for specific facilities and services, showing performance for the year and recommendations for the future.

Duty Manager Specific Duties (60% of time)

- 1 To be responsible for the opening up and closing procedures on a daily basis.
- 2 To ensure that cash handling and computerised membership systems are operating effectively on a day to day basis, to check all till reconciliation's and to produce relevant transaction reports where required.
- 3 To attend to any first aid requirements as an appointed first aider.
- 4 To ensure timetable and fixture needs are met through setting up taking down of equipment and checking of booking sheets on a regular basis. Liaise with ground staff where required for outdoor sports.
- 5 To monitor usage of club sessions
- 6 To cover for the receptionist if required
- 7 To carry out fitness induction courses and programmes
- 8 To teach circuit training and fitness classes as part of the classes and courses programme, where required.
- 9 To assist with coaching and or teach on children's coaching courses when required and Children's parties. CRB check will be required.
- 10 To update and renew professional qualifications in line with National Governing Body regulations and undertake training to ensure qualifications key to the post are achieved.
- 11 To contribute to the racket restringing service where required.
- 12 To carry out any additional duties within the overall purpose and scope of the job as required by the senior management team.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

Date ...09 March 2009.....

6. Person Specification

UNIVERSITY OF SUSSEX



Person Specification for the post of: Senior Duty Manager

SKILLS / ABILITIES

	Essential	Desirable
Clear communication both written and oral	Yes	
Good organisational and motivational skills including the ability to organise events and leagues	Yes	
Ability to lead discussion and meetings with staff, students and external bodies	Yes	

Time management skills and ability to work under pressure	Yes	
Use own initiative and have ability to problem solve	Yes	
Ability to work as part of a team	Yes	
Ability to learn new skills and knowledge through experience and training	Yes	

KNOWLEDGE

	Essential	Desirable
Competency in the use of IT	Yes	

EXPERIENCE

	Essential	Desirable
Experience in the leisure industry, including evidence of supervisory experience	Yes	
Ability to demonstrate good working knowledge of health and safety legislation		Yes
Experience of quality assurance procedures		Yes

QUALIFICATIONS

	Essential	Desirable
A fitness instructor qualification covering weight training and fitness classes.	Yes	
First aid at work qualification	Yes	
Hold management/supervisory qualifications i.e. Degree, NVQ or equivalent		Yes
Additional sports Coaching Qualifications		Yes

PERSONAL ATTRIBUTES AND CIRCUMSTANCES

	Essential	Desirable
Able to work flexible and unsocial hours	Yes	
Interest in sport, health and fitness	Yes	

The criteria should be changed to reflect the job description and the number of criteria boxes can be increased or decreased.

Date09 March 2009.....

7. Terms and Conditions of the Post

Facilities at the University

The following wide range of facilities are located on the campus and are available to all staff:

◆ A number of shops, as well as a regular market. ◆ two banks ◆ Post Office ◆ restaurants and bars ◆ dentist and chemist ◆ launderette ◆ borrowing facilities at the University Library ◆ an extensive range of sports facilities (see <http://www.sussex.ac.uk/sport/>) ◆ frequent regular bus service ◆ railway station ◆ serviced by cycle lanes from Brighton and Lewes.

The following paragraphs are a brief summary of relevant Conditions of Service for Clerical and Related Staff in the University. The full conditions are available at: <http://www.sussex.ac.uk/Units/staffing/personnl/termcond/clerical/>

1. Equalities

The University of Sussex is committed to promoting equality and diversity, providing an inclusive and supportive environment for all. The University's policy on Equality and Diversity can be found on the Human Resources website.

2. Remuneration

Salary scales are available at: http://www.sussex.ac.uk/Units/staffing/personnl/salary/post_2007_sal.shtml

The incremental date is 1st October, unless otherwise stated, members appointed to a new salary scale between 1 April and 30 September inclusive receive their first increment on 1 October of the following calendar year.

Income Tax and National Insurance contributions are deducted monthly from salaries paid on the last day of each month in arrears by bank credit transfer.

3. Probation

All new appointments are made on a probationary period unless the condition is exceptionally waived or modified in the letter of appointment.

4. Retirement

The normal retirement date for all members of staff of the University is 30 September following the date on which they attain the age of 65 years. However, members of staff have the right to request working beyond 65.

5. Superannuation

(i) Staff starting before 1 April 2009 may (except in exceptional circumstances) join the University of Sussex Pension and Assurance Scheme (USPAS), under which they currently contribute 6.00% of their salary. Benefits are calculated by reference to final salary and years of service. USPAS is contracted out of the state earnings - related pension scheme.

(ii) Staff starting from 1 April 2009 will be eligible to join the University's defined contribution scheme.

6. Holidays

The basic holiday entitlement is 20 working days a year plus days when the University is officially closed (at present 4 at Christmas, 2 at Easter), plus public/bank holidays, a total of 34 days a year. There are additional holidays for staff with long service. There is one additional day after three years' service, a second additional day after four years' service, and a further additional day after five years' service.

7. Hours of work

The working hours for full-time members of staff are 36.5 per week. Normal office hours are 9.00 am to 5.30 pm, Monday to Friday, with one hour for lunch. (These normal office hours total 37.5, and members agree with their Section Heads how they will work so that their average hours per week are 36.5.)

8. Leave

The University operates leave schemes for maternity, paternity, adoption, parental and dependants, on compassionate grounds, sickness and without salary. Further details are available on the Human Resources website.

9. Removal Expenses

A grant towards the certain expenses of removal of household effects may be made to members on moving to this area to take up an appointment lasting more than twelve months. The maximum amount payable will normally be £2,500, details can be found at: <http://www.sussex.ac.uk/Units/staffing/personnl/policies/remove.pdf>.

10. Childcare

Members of staff may apply to use the facilities of the Crèche and Nursery School, although these facilities are in heavy demand and places cannot be guaranteed. The Crèche takes children up to the age of three and the Nursery School takes children between the ages of three and five. Places in either can be booked for half a day per week or more. <http://www.sussex.ac.uk/childcare/>

Alternatively, the University operates a childcare voucher scheme. Details are on the Human Resources website.

All documents referred to can be requested from Human Resources on 01273 877769 or at Room 338 Sussex House, Falmer, Brighton BN1 9RH.