

1 Advertisement

Post Title: Sussexsport Duty Manager

School/department: Sussexsport

Hours: Full time - 36.5hrs (averaged across a 3-week rota). Requests for [flexible working](#) options will be considered (subject to business need).

Location: Brighton, United Kingdom

Contract: Permanent

Reference: 20488

Salary: starting at £24,533 to £27,979 per annum, pro rata if part time

Placed on: 02 October 2023

Closing date: 08 November 2023. Applications must be received by midnight of the closing date.

Expected Interview date: To be confirmed

Expected start date: To be confirmed

Are you enthusiastic, highly motivated and can provide excellent customer care? Would you like to play a key role in the effective day to day supervision of two busy sports facilities and help provide a quality fitness offer to our campus community?

Sussexsport are looking for an outgoing Duty Manager to join our team.

- Working on a rota basis (including one weekend in every 3 weeks) you will be responsible for the daily operations and programme delivery across our two sites
- Providing high level customer service and the ability to work as part of a team
- Delivering regular fitness instruction and class teaching
- Applicants should have previous experience of working within the sport, leisure and fitness industry
- The post would ideally suit someone currently working in the industry as a recreation assistant or fitness instructor who is looking for further training and development and supervisory experience.
- Enhanced overtime rates available if work over core hours

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

2. Senior leadership and management

The Vice-Chancellor 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 three Pro-Vice-Chancellors, the Chief Operating Officer, the Director of Finance and the Director of Human Resources. The Heads of the Schools of Studies at Sussex report to the Pro-Vice-Chancellors.

The Chief Operating Officer heads the Professional Services of the University. In addition, under the University Statutes, the Chief Operating Officer is Secretary to the University Council. The Director of Finance reports to the Vice-Chancellor. The Director of ITS reports to the Chief Operating Officer, and the Librarian reports to one of the Pro-Vice-Chancellors.

3. Sussexsport

Main Purpose: Why are we here?

“To Enhance the student and staff experience through, physical activity”

Vision: Where do we want to be in the future?

“To be a leading South East University in our physical activity offer”

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, a fitness room (incorporating spin bikes) and a therapy room which incorporates a sports injury clinic and a wide range of complimentary therapies.

The Falmer Sports Complex (FSC) is the location for our main fitness facilities including a free weights area and specialist strength and conditioning room. In addition, the FSC is home to six outdoor tennis courts, 2 rugby pitches, 2 football pitches, a cricket square, a full size floodlit 3G pitch and artificial turf pitch and outdoor cricket nets. There is also a café bar and catering outlet.

Usage

The facilities are predominantly used by staff and students on a pay and play and membership basis although Sussexsport has regular number of community users, particularly at evenings and weekends. The Service has also hosted local, regional and international events and recently staged the European Kendo championships. We have also



provided facilities for Brighton and Hove Albion FC, the Brighton Bears Basketball team and Sussex County Cricket Club

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

During term time over 20 different university sports 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 has been awarded Investors in People for the last twenty years and had gold accreditation. We also encourage all our staff to go about duties in a resource efficient way, trying to minimise the impact to the environment wherever possible. 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.



Job Description

Department:	Sussexsport
Job Title	Duty Manager
Location	Sport Centre and Falmer Sports Complex*
Salary	Grade 4 £24,144 to £27,396
Terms of Employment	36.5 hours per week
Responsible to:	Deputy Head of Sport (Operations, Fitness and Performance)

*Sussexsport at the University of Sussex is based on two sites on the University campus; the Sport Centre and the Falmer Sports Complex. Duty managers will be expected to work at both sites on a rota basis.

Specific Duties

To have responsibility on a duty rota basis for the efficient running of the operations and delivery of programmes within Sussexsport. This will include delivery of quality fitness instruction in both fitness facilities and fitness classes.

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 effectively operating every day, to check all till reconciliation's and to produce relevant transaction reports where required.
3. To be responsible for overseeing reception staff and part time sports assistants
4. To be aware of all operating and quality assurance procedures, ensuring that these are implemented and recorded effectively. This includes checking that all customer complaints are dealt with quickly and effectively and the customer care service procedures are followed by all staff.
5. To be aware of and keep up to date on of all programme and service information to ensure that all aspects of Sussexsport is promoted effectively and customer needs are met.
6. To ensure that building checks are carried out throughout the shift and the daily worksheets are completed. To make sure that, all areas are clean and tidy and in



UNIVERSITY
OF SUSSEX



full working order. To ensure that any difficulties not resolved on the shift are brought to the attention of the forthcoming duty manager or the senior management dependant on their nature.

7. To carry out regular maintenance and safety inspections of facilities and equipment and report issues where required.
8. To attend to any first aid requirements as an appointed first aider.
9. To ensure bookings and fixture needs are met through setting up taking down of equipment and checking of booking screens on a regular basis. Liaise with ground staff where required for outdoor sports.
11. To monitor usage of club sessions
12. To cover for the receptionist if required
13. To ensure all promotional material and displays in the building are up to date.
14. To assist the senior management team where required.

Additional Duties (40%)

15. To carry out individual allocated areas of work as assigned by line manager. This work may include organisation of tournaments/leagues or small events and supporting the Active US project, health and safety aspects, organising children's programmes or implementing customer care or quality assurance surveys.
16. To carry out Fitness introduction sessions, provide fitness programmes and health and fitness assessments.
17. To provide a visible presence in the fitness rooms offering informal help and advice to members and ensuring equipment is used and maintained properly.
17. To teach weekly circuit training and fitness-based classes as part of the group exercise programme
18. To assist with coaching and or teach on children's coaching courses when required and Children's parties.
19. 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.



20. To carry out any additional duties within the overall purpose and scope of the job as required by the senior management team.

Person Specification for the post of: Duty Manager.....

SKILLS / ABILITIES

	Essential	Desirable
Good communicator both written and oral	Yes	
Ability to work under pressure	Yes	
Enthusiastic and outgoing personality	Yes	
Ability to use own initiative and problem solve	Yes	
Good time management skills	Yes	
Ability to work as part of a team	Yes	
Ability to learn new skills and knowledge through experience and training	Yes	
The ability to carry out manual handling of equipment	Yes	

KNOWLEDGE

	Essential	Desirable
Basic Computer Skills	Yes	
Evidence of cash handling	Yes	
Understanding of Excel Spreadsheets		Yes

EXPERIENCE

	Essential	Desirable
Experience of dealing with customers on the telephone	Yes	
Good knowledge of customer care principles	Yes	
Prior knowledge of computerised till systems and membership databases		Yes
Minimum of 1-2 years' experience in a similar setting i.e., as a Sports or Recreation Assistant/supervisor.	Yes	

QUALIFICATIONS

	Essential	Desirable
Sport and Recreation NVQ Level 3 Qualification or equivalent		Yes
Manual Handling Training Fire Safety Training		Yes
First Aid qualification	Yes	



UNIVERSITY
OF SUSSEX

NVQ Level 2 or equivalent in exercise and fitness	Yes	
Sports Coaching and Class Teaching Qualifications		Yes

PERSONAL ATTRIBUTES AND CIRCUMSTANCES

	Essential	Desirable
Interest in Sport, health and fitness	Yes	
Willingness to wear appropriate uniform	Yes	
Attention to Detail/accuracy	Yes	
Ability to work unsocial hours and do overtime where required	Yes	
Enhanced DBS Check	Yes	

Date ...01/04/23.....



The University is committed to equality and valuing diversity, and applications are particularly welcomed from women and black and minority ethnic candidates, who are under-represented in academic posts in science and engineering at Sussex.