Appointment details
Assistant Operations Manager

Job Ref: R160483

Closing Date: 1 February 2017
Founded in 1895 and a University since 1966, Aston is a long established research-led University known for its world-class teaching quality and strong links to business and the professions. Professor Alec Cameron became Vice Chancellor of the University in 2016, building on a strong legacy left by the Baroness Brown of Cambridge.

Outstanding graduate employability

Aston has been a leading university for graduate employment success for over 25 years. More than 80% of Aston graduates go on to a graduate level job within six months. The majority of Aston students choose to take an integrated placement year or year abroad, making them very attractive to employers. We have strong relationships with national and international graduate employers, as well as smaller and local employers. These relationships are extremely important and make a real contribution to graduate employability.

Career focussed programmes

Aston’s close and established links with business, the public sector and the professions ensure that our career focussed degree programmes are inspiring, challenging and constantly updated to equip students with essential work-related skills and experiences.

Excellence in teaching and research

We are committed to high quality teaching and academic excellence, ensuring we provide the highest standard of education to our students. Aston has an excellent reputation for research which shapes and improves lives. We’re proud of the quality of our research and the real world applications developed as a result – it makes a substantial and beneficial difference to people, organisations and society.

Aston’s four academic Schools offer a range of undergraduate and postgraduate degree programmes, and also work with the public and private sectors to develop tailored Foundation Degree programmes.

International

Aston University is a popular choice for international students. We recognise and welcome the important academic contribution and cultural diversity international students bring to our university environment. Students from over 120 countries study at Aston University each year.

Aston University is ranked 29th in the world and 9th in the UK as one of the ‘most international universities in the world.’ (The Times Higher World University Ranking, 2016-17).

Birmingham – one of Europe’s liveliest cities

Birmingham is internationally recognised as a leader in leisure, entertainment, shopping and sport. It is an international centre for business, commerce and industry, housing numerous UK and overseas banks and law firms. Birmingham attracts 25 million visitors each year and contributes billions to the national economy through manufacturing and engineering.

The University campus is located in the city centre making it very accessible to an extensive network of motorways and railways.

A green, sustainable campus

Located in the heart of a vibrant city, our 40 acre campus houses all the University’s academic, social and accommodation facilities for our 14,355 students. All staff have the opportunity to contribute to our sustainability agenda and practices.
Dear applicant

I am delighted that you are considering applying for this position at what is a particularly exciting time for Aston University, and an incredibly challenging time for the Higher Education (HE) sector. The HE sector is currently experiencing an unprecedented scale and pace of change, combined with a high degree of ambiguity and uncertainty.

Whilst there are some ‘knowns’ - HEFCE funding for both teaching and capital investment has experienced dramatic reductions, the impact of the UK’s new visa regime on international student numbers - there are equally important ‘unknowns’ - to what extent will student expectations rise as a result of the increased fees. Universities who are able to adapt swiftly to a changing and increasingly competitive market will thrive.

Aston is well positioned for the future. Our vision ‘Employable Graduates; Exploitable Research’ not only inspires and motivates students, but speaks to business and governments, who will increasingly look to Aston for ideas and partnership.

I look forward to receiving your application, and learning more about how you feel you can contribute to Aston’s continuing success.

Alan Charters
Chief of Operations and Estates
University values

All staff are expected to demonstrate / promote the University's values and expectations, which are an integral part of our 2020 strategy and underpin the culture of the University. Our vision is to be the UK’s leading University for business and professions, where original research, enterprise and inspiring teaching deliver global impact. More information about the university’s values is available at www.aston.ac.uk/staff/working/dare-to-succeed/values/

In addition, our leaders are expected to be accountable, help to execute strategic visions of the University, share and set clear expectations that inspire those around them. Further information on our leadership expectations can be found at: http://www.aston.ac.uk/EasySiteWeb/GatewayLink.aspx?alId=158042

Staff expectations

All staff are expected to;

- Be committed to delivering high performance
- Recognise and praise the high performance of others
- Remain open to new ideas and seek to act quickly for positive change
- Develop themselves, and support the development of others
- Be ambitious, for themselves, their teams and the university
- Engage with others, listen, observe and communicate
- Focus on excellent customer service, finding solutions and saying "yes"
- Make reasoned decisions without fear of blame
- Engender trust through their own actions
- Be fair in all matters
Sport Aston Department Structure

Director of Sport, Security and Aston Nursery
Mike Kirkman

Facility Operations Manager
Michele Robins

Assistant Operations Manager
Vacancy

2 x Pavilion Supervisors (Outdoor Recreation Centre)

3 x Senior Leisure Assistants

3 x full time Leisure Assistants

2 x full time & 1 x part time Fitness Instructors

Trained support staff – Leisure Assistants & Fitness Instructors (casual)

Sports Marketing & Development Officer
Ben Lonsdale

Grounds Supervisor
(Outdoor Recreation Centre)

1 x Groundsperson

Marketing Assistant (Student Placement)

Sessional Coaches

Customer Services/Student Engagement Assistant

Finance & Admin Manager/ PA to Director
Beverley Ward

Part time Administration Assistant
Job description

- To manage the Sir Doug Ellis Woodcock Sports Centre and the Campus sports pitches.
- To be responsible for the appointment, supervision, performance management and on-going training and development of all operational staff.
- To be responsible for the health, safety and welfare of all operational staff employed on campus.
- To assist the Facilities Operations Manager in the management of the Outdoor Recreation Centre and to provide management cover at the Recreation Centre in the absence of a Pavilion Supervisor or when major events are taking place.
- To make an active contribution to the Sport Aston management team including policy and decision making.

Responsibilities

- Ensure that the Normal Operating Procedures (NOPs) and the Emergency and Accident Procedures (EAPs) are adhered to at all times.
- Oversee the supervision of staff by the Senior Leisure Assistants, in order that the facilities are operated in a safe and efficient manner.
- Oversee the preparation of work rotas to ensure that the campus sports facilities are appropriately staffed at all times.
- Manage the Gym/Fitness facility within the Sir Doug Ellis Woodcock Sports Centre, including overseeing the upkeep and maintenance of all loose and fixed equipment.
- Monitor the quality of swimming pool water, and ensure that the associated water treatment and chemical dosing systems are operated within industry based guidelines.
- Ensure that the necessary day to day maintenance programmes for swimming pool filtration, plant, and chemical dosing systems are carried out in accordance with manufacturer’s guidelines and written operating procedures, and train staff in the safe and correct methods for carrying out these maintenance programmes.
- Manage the operation of the admissions control and advanced booking systems, including responsibility for the receipt of all income received at the Sports Centre reception, completion of cash reconciliation records, and training staff in the correct operation of these systems.
- Ensure that building inspections of the campus sports facilities are undertaken and recorded, including testing of fire alarms and emergency alarms, and report all maintenance defects of plant, machinery or equipment to appropriate departments/organisations.
- Plan, prepare, and deliver a programme of staff training and development, and ensure that accurate records of training and development activities are maintained for all operational staff.
- Oversee the work of the Estates Department cleaning staff and operational staff within Sport Aston, to ensure that standards of cleanliness are maintained within the campus sports facilities.
- Maintain personal accreditation as an NPLQ Trainer/Assessor, and organise lifeguard training courses in order to maintain staff qualifications and approved training centre status for the Woodcock Sports Centre.
- Ensure that adequate supplies of cleaning materials, pool chemicals and pool testing tablets are maintained, and to order supplies of these products as necessary.
- Participate in recruitment and selection panels for all levels of operational staff employed at the campus sports facilities.
- To be responsible for the appraisal/performance review of all operational staff, determining performance standards and setting targets.
- Any other duties as requested by the Director of Sport Aston or the Facilities Operations Manager which are commensurate with the responsibilities and the grading of the post.

Additional responsibilities

- Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities to develop themselves and support the development of others.
- Ensure and promote the personal health, safety and wellbeing of staff and students.
- Carry out duties in a way which promotes fairness in all matters and which engenders trust.
- Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.
### Person specification

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<tr>
<th>Essential</th>
<th>Method of assessment</th>
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<td><strong>Education and qualifications</strong></td>
<td>Application form</td>
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<tr>
<td>Possession of a Level 4/5 management qualification from a relevant professional body, or an undergraduate honours degree in Sports/Leisure/Recreation Management, or Sports/Leisure Studies with Business or Management.</td>
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<tr>
<td><strong>Experience</strong></td>
<td>Application form, interview</td>
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<td>Previous experience in a busy sports or leisure centre containing a Gym, swimming pool and dry sports facilities in a similar role, including experience at duty manager level or above in a similar environment.</td>
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<td>Experience of training others on operating systems and working to procedures.</td>
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<td><strong>Aptitude and skills</strong></td>
<td>Application form, interview</td>
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<td>Competent IT skills with Microsoft Word and Databases.</td>
<td>Application form, interview</td>
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<td>Good level of numeracy and literacy skills.</td>
<td>Application form, interview</td>
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<td>Outstanding leadership, motivational and decision making skills, including understanding the importance of acting as role model in operation of procedures. Commitment to the importance of good team work.</td>
<td>Interview</td>
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<td>Good communication and organisational skills.</td>
<td>Interview</td>
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### Training and Development

- Trainer and Assessor award of the Royal Life-Saving Society (RLSS) for the National Pool Lifeguard. Current National Pool Lifeguard Qualification (NPLQ) (Level 3).
- Pool Plant Operators Certificate (Level 3)
- First Aid at Work certificate

### Desirable

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<th>Education and qualifications</th>
<th>Method of assessment</th>
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<td>Membership of The Chartered Institute for the Management of Sport and Physical Activity (CIMSPA). Fitness Instructors Qualification (Level 2)</td>
<td>Application form</td>
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### Experience

- Previous experience of delivering NPLQ training programmes
- Previous experience of operating an outdoor sports centre and licenced bars and catering operations
- Previous experience of delivering services for students in a HE Institution

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Salary & benefits

This post is offered on a continuing basis, full time. The appointment is Grade 7 and the salary range for this grade is £25,298 to £30,175 per annum.

Holiday entitlement

30 days per annum, in addition to 13 days public and university holidays.

Pension

Eligible staff are offered membership of the University Superannuation Scheme which is a hybrid pension arrangement. For further information please visit www.uss.co.uk/members/members-home

Contribution pay

The University's Performance Development and Reward Scheme provides for salary enhancement for staff who are considered to be performing at an exceptional level on a consistent basis.

Relocation

Aston University aims to recruit the most talented individuals. This policy is intended to support this aim by providing assistance to new employees who have to relocate to take up a position. This policy applies to staff appointed to a position from 1 January 2014 at grade 7 (salary point 25) or above on an open-ended contract or to a fixed term position of two years or more, and who have to relocate their place of residence in order to take up the appointment. Positions which are externally funded fall outside of this policy. Individuals may be eligible to claim costs in line with the relevant funding arrangements.

Visit our website: aston.ac.uk/hr for full details of our salary scales and the benefits Aston University staff enjoy.

How to apply and the selection process

Please visit our website aston.ac.uk/jobs to apply online. If you do not have internet access, call 0121 204 4500 and leave your name and address quoting the job title and reference number.

Closing date for applications

1 February 2017

Interview date’s

First interviews Wednesday 15th February 2017

Final interviews Tuesday 28th February 2017

Please contact Michele Robins, Sports Facility Operations Manager, for an informal discussion about the post Tel: +44(0) 121 204 4621 Email: m.j.robins@aston.ac.uk

If you would like information on the progress of your application, advice on any aspect of the appointment process, or a conversation about our terms and conditions of service, please contact:

Anne-Marie Lokwiya
HR Business Partner
+44 (0) 121 204 5385
a.lokwiya@aston.ac.uk

Karen Clinton
Recruitment Administrator
+44 (0) 121 204 3351
k.clinton@aston.ac.uk
Outline terms and conditions of the appointment

Qualifications
Successful candidates will be required to produce evidence of their qualifications upon joining the University.

Medical clearance
It is a condition of appointment that newly-appointed staff receive medical clearance from the University’s Health Centre.

Eligibility to work in the UK
Candidates who are not citizens of the United Kingdom, or of another EEA member country, should ensure that they meet the requirements of one of the 5 tiers of the immigration points based system.

Candidates should check their eligibility to enter or remain in the UK in advance of making any job application using the points-based calculator on the UK Visas and Immigration website. If you do not meet the minimum points requirement, you will not be able to work in the UK and any application for employment would be unsuccessful.

Document checks
As a result of the implementation of sections 15 to 26 of the Immigration, Asylum and Nationality 2006 Act on 29 February 2008, the University requires all prospective and, in some cases, current employees, to provide documentation to verify their eligibility to work in the UK. Further information about these requirements can be found on the UK Visas and Immigration website.

Equal opportunities
Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes, that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against students or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual’s career at Aston.

An Equal Opportunities Monitoring Form is included with the application form.

Data Protection Act 1998
Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Code of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

Disclosure and Barring Service (DBS)
Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the position they are applying for is listed as an exception under the act.
Full details of our terms and conditions of service and associated policies and procedures are available online at www.aston.ac.uk/hr.