



- Job Title:** Sports Assistant
- Responsible To:** Operations Manager/ Operations Supervisors
- Direct Reports:** NA
- Place of Work:** You will be based at The English Institute of Sport Sheffield but will be required to work at any site where the Company operates.
- Purpose of Job:** To be responsible for ensuring that the facility is ready and prepared at all times for the variety and range of activities that take place.

Key Responsibilities:

1 Core Values

To promote the Company's Core Values through personal behaviour and by challenging behaviour in others that is contrary to the Core Values.

2 Customer

Provide supervision, instruction and teaching of activities and classes.

Ensure that the highest standards of customer care are strived for and achieved through constant re-evaluation of the service, exceeding customer expectations.

Develop and manage the customer journey process to ensure that all customer expectations are met or exceeded on every occasion.

3 People

Carry out instruction and training as required to other staff members.

4 Operations

Ensure that all areas within the venue are set up correctly and in advance of the activity taking place in accordance with the booking sheets.

Carry out a building patrol of the entire venue every two hours ensuring that all areas are secure, clean and tidy and all equipment is returned to its correct location, and then making sure all the relevant checklists are completed.

Area of responsibility – This must be cleaned, tidied and all the equipment within counted and checked for faults on a weekly basis and then recorded on the relevant checklist.

Operation of movable seating equipment as and when required.

Operate the computer systems, scoreboards and other audio-visual and mechanical equipment.

Carry out reception duties as required.

Undertake any other duties that may reasonably required.

Strive to ensure that EISS provides the best training and competition facilities in Yorkshire.

Present a professional appearance by always wearing a smart, clean uniform and name badge.

Attend all training as required and apply skills learnt.

Assist with the marketing and promotion of all activities, services and events.

5 Health and Safety

Health and safety checks – These must be completed weekly/ daily and all the information recorded on to the relevant checklist.

Provide basic first aid to all venue users making sure that the accident forms are filled in correctly.

Provide an exceptionally safe and clean environment for all staff and visitors.

Be familiar with, and comply with company rules, regulations and guidelines.

Ensure equipment is maintained in good working order and that all faults are repaired promptly in line with current company policy.