Leisure Team Apprentice
Introduction

As a member of the Commercial Services team, you will be a key contributor in supporting our section to provide essential income and to support the University’s key objectives. The services we provide underpin values that will enhance the ‘student experience’, whilst being profitable and sustainable.

We work in an all-inclusive environment where the word ‘team’ is part of our culture. We provide an excellent benefits package supporting market led terms and conditions of employment. We are committed to ‘Investors in People’ and this is demonstrated by providing an open door policy giving access to the Management Team from all levels of the organisation.

We wish you well with your application.

Mission and Values

At YCL our mission is to provide the highest standard of customer satisfaction, value for money and quality of product within a friendly and helpful environment.

Our values are:
- **Trust** - We will place trust in you to do your job and do it well
- **Respect** - We will respect you and expect you to respect your colleagues and customers
- **Unique** - We are all unique and diverse and we embrace this
- **Enjoy** - We strive to make work an enjoyable place, you should too!

York Sport

York Sport is a York Commercial Limited (YCL) department and is responsible for the University of York’s sporting estate and for delivering University and community facing services in support of our mission to ‘inspire activity’

In recent Years University has invested heavily in sport as it seeks to maximise impact for its student, staff and local community. With support of key stakeholders over £16m has been invested in the ongoing upgrading of facilities that include our £9m Sport Village, regional standard athletics stadium, sports arena, tennis dome, squash courts, sports hall outdoor velodrome, closed circuit cycle facility and performance gym.

Our commitment to provide the highest possible standards to a wide range of user groups is ongoing both in terms of facility, service and event delivery.

We continue to work alongside our many partners as we seek to maximise opportunities and high quality services, through our high quality team and environment that we are justifiably proud of.
YCL

YCL is a wholly owned subsidiary company of the University of York. YCL was formed in 2012 with the overall aim to deliver a profitable service and provide essential income to the University.

There are a number of commercially focussed sections which make up YCL including, Catering, Campus Nursery, York Sport, Design and Print Solutions, York Conferences, Retail Services, York Science Park and support teams including, Human Resources, Central Administration and Marketing.

YCL is continuously looking for new ways to support the University. In 2017/18 we opened a new retail store and catering outlet for the use of students, staff, visitors and the general public.

YCL was awarded Investors in People Silver in 2014.

Benefits Package

- 38 days annual leave including 8 bank holidays (pro rata)
- Pension scheme
- Concessions rates at York Sport Village and Centre
- 10% off campus NISA supermarkets
- Discount scheme with local restaurants, retail and traders
- Salary sacrifice schemes including cycle to work, and campus nursery
- Discount scheme with national retailers and services
- Discounted personal postage rates

The University

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 students. The University is one of the world’s leading universities and a member of the prestigious Russell Group.

An Attractive Place to Work

Centred around the picturesque village of Heslington on the edge of the city of York, the campus offers a wealth of facilities, including bars, gyms and shops.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 they have invested in 20 new buildings on the original campus and have completed the first and second phases of a £750m campus expansion.

During this period of change YCL has also grown to support the growth on campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.
Main purpose of this role

• To supervise the security and safety of all users of the York Sport Village ensuring their enjoyment in all areas of the facility including swimming pools

• To provide safe, quality, customer focused service through the preparation of activities delivered in a professional manner, ensuring high quality of service is provided to facility users including pool members and visiting non members

• To fulfil wide ranging practical duties including lifeguarding and responsibility for maintaining the York Sport facilities to a high standard of cleanliness and hygiene at all times

Key responsibilities and duties

• Working within Safe Codes of Practice, Emergency Procedures and the recognised Health and Safety and Equal Opportunities Guidelines

• To have a clear knowledge of all bookings activity, schedules, courses, prices, memberships, offers and other relevant information in order to provide advice and information on the services provided to all customers in a manner that positively projects York Sport

• To maintain a vigilant watch of the swimming pool areas in accordance with the operating procedures and take necessary action to ensure the safety of all pool users and staff

• To comply with the Pool’s Health and Safety procedures at all time

• Perform inspection and storage of pool safety, pool and non pool equipment including rescue aids and alarms in accordance with the operating procedures

• To assist the Duty Manager with any tasks involved in the operation of swimming pools, fitness suite or any other areas of the business

• Attend regular Lifeguard training sessions to ensure ongoing personal development and compliance of the requirements of the National Pool Lifeguard Qualification

• Preparing all indoor and outdoor sport and leisure facilities for use, including setting-up and taking down and storing equipment as necessary

• To check the safety of equipment in areas of responsibility and report any damage or malfunction of equipment, plant or building fabric to the Duty Manager immediately after discovery

• To undertake regular cleaning duties when not on poolside to ensure that a consistently high level of cleanliness and hygiene is maintained throughout the facilities at all times

• To administer first aid as appropriate ensuring all Accidents and Incidents are reported correctly and assisting with any emergencies that may occur

• To assist in the opening and closing of the facilities when required and assist in monitoring the security of the premises at all times

• To contribute to security, care and maintenance of equipment and fabric in all York Sport facilities and to perform routine checks of customers’ receipts to ensure proof of payment for entry to all indoor and outdoor facilities

• To undertake regular building checks paying particular attention to customer safety, facility operation, security, cleanliness and hygiene and to ensure maintenance problems are logged in accordance with established guidelines and with immediate remedial action taken using the appropriate procedures

• To undertake any training requirements as suggested or required in order to remain up to date with current legislation

• To comply with the Emergency Action Plan for the facilities and assist with any such incidents in the appropriate manner

• On occasion to assist with reception/sports assistant duties either in York Sport Village and York Sport Centre and thus assist with collecting and handling cash, computerised booking and membership system, and cash register operation

• To assist in all areas where appropriate qualifications are gained such as for example; in fitness suite and swimming lessons

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post in response to business needs.
# CANDIDATE SPECIFICATION

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| **QUALIFICATIONS** | • Educated to GCSE level in English & Maths  
| | • National pool lifeguard qualification or willingness to qualify as such  
| | • Recognised Fitness Instructor Certificate or willingness to qualify as such.  
| | • Swimming teacher/instructor qualified or willingness to qualify as such.  |
| **KNOWLEDGE** | • Basic understanding of health and safety regulations and safe working practices  
| | • Basic understanding of sport and facility requirements for core sports  |
| **SKILLS / ABILITIES/COMPETENCIES** | • Good interpersonal and communication skills  
| | • Good customer care skills  
| | • Good communication skills when working within a team and dealing with customers  
| | • Ability to stay calm and to react effectively when under pressure and when in emergency situations.  
| | • Strong swimmer and good physical condition as to carry out rescues required as a lifeguard  
| | • Computer / IT skills – Microsoft Word / email  |
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<td><strong>EXPERIENCE</strong></td>
<td>• Interest in sport and physical activity</td>
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<td><strong>PERSONAL ATTRIBUTES</strong></td>
<td>• Self motivated and enthusiastic</td>
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<td>• Commitment to team working and respect and consideration for others.</td>
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<td>• Be able to demonstrate professionalism in actions, behaviour, communication and appearance</td>
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<td>• Flexible approach to the hours of work with the ability to cover shifts as required including early mornings, late evenings and weekends.</td>
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<td>• Strong interest in and understanding of sport &amp; leisure activities</td>
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<td>• Candidates are required to obtain and maintain a satisfactory DBS check</td>
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How to Apply

Online

• Go to https://jobs.york.ac.uk/ycl
• Find the vacancy using the reference
• Complete the online application form

You will need to submit your application by midnight (GMT) of the closing date.

What will I need?

We will ask you for:

• Personal details
• Your employment history
• Relevant qualifications
• Contact details for two referees

You will need to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

YCL will only recruit individuals who have passed the school leavers age. For further information and confirmation of the school leavers age please visit the City of York Council website.

Applicants aged 18 and under will only be offered a maximum of 20 hours of work a week, and must provide evidence that they are in full or part time education/ training, or undertaking work based learning such as an apprenticeship.

Help and assistance

Direct queries to ycl-hradmin@york.ac.uk
01904 328413 / 01904 328424