

<b>Position / Job Title:</b>	<b>Duty Supervisor</b>
<b>Ref:</b>	<b>Duty Supervisor (ID: 636)</b>
<b>Location/Building:</b>	<b>Talbot House, Talbot Campus</b>
<b>Faculty/Professional Service:</b>	<b>OVC Sport &amp; Culture</b>
<b>Group/Section:</b>	<b>SportBU</b>
<b>Duration if Temporary:</b>	<b>N/A</b>
<b>Normal Hours per Week:</b>	<b>30 Hours</b>
<b>(Some flexibility will be required in order to ensure that key time scales and deadlines are met).</b>	
<b>Grade:</b>	<b>3</b>
<b>Accountable to:</b>	<b>J Hundley-Appleton</b>
<b>Responsible for or supervises:</b>	<b>Sports Assistants</b>
<b>Special conditions:</b>	<b>DBS</b>
<b>(DBS only) We are committed to providing a safe environment for all students and staff. This position is required to undertake regulated activity and therefore is exempt from the Rehabilitation of Offenders Act (ROA) 1974 and subject to a satisfactory (enhanced) DBS Disclosure and the requirements of our <u>Safeguarding Policy</u>.</b>	

### **Job Purpose**

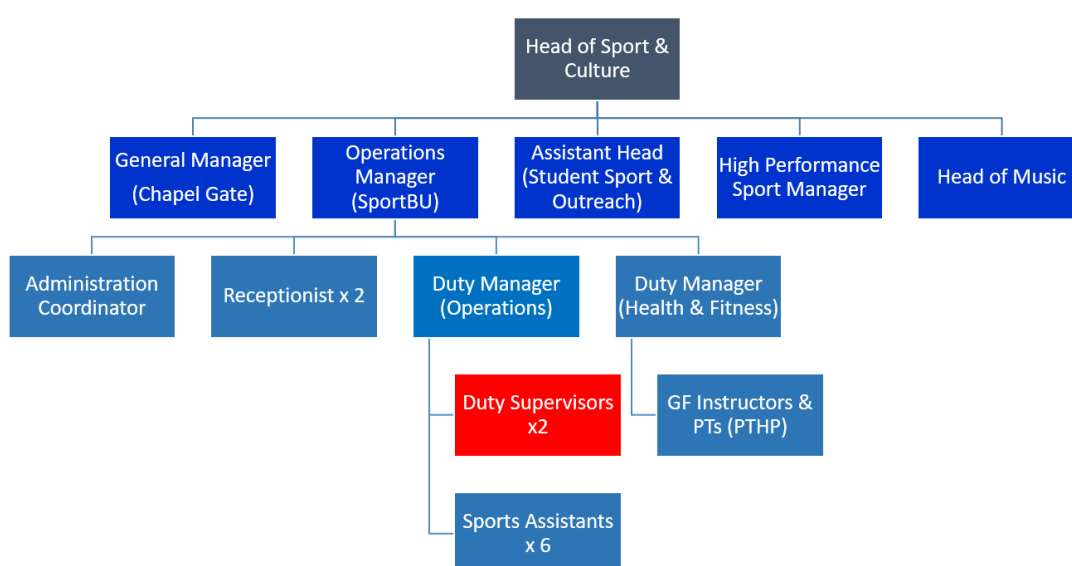
SportBU is looking for two reliable, customer-focused **Duty Supervisors** to help run our busy university sports facilities. Working on a rotating shift pattern, you'll oversee daily operations, support the Duty Manager, and make sure our facilities are safe, clean and ready for use.

### **Main Responsibilities**

1. To act as a Duty Supervisor on a two weekly shift rota basis to include regular evening and weekend working. This involves being solely responsible for all sports facilities and associated areas whilst on shift and ensuring they are safe and ready to use at all times;
2. Support the Duty Managers in the daily operations of SportBU e.g. reception and cleaning duties, as required ensuring the smooth running of the department.
3. To effectively engage and supervise the part time sports assistants (on shift) to foster and actively promote a 'can do' culture which consists of a customer focussed delivery of services and a positive team spirit. This will involve managing their work output and performance on a regular basis;
4. Ensure the booking system and all facility areas as well as equipment are properly prepared (and reinstated) prior to customer use in accordance with programmed activities and to control access to the facilities as required;
5. To continually assess, evaluate and monitor all health & safety considerations of facilities, centre staff and customers whilst on shift and deal with emergencies following BU guidelines as appropriate;
6. To undertake regular building and facility checks for cleanliness, health and safety and maintenance defects whilst ensuring visitors adhere to rules, regulations and conditions of hire. To report and liaise with relevant parties all maintenance defects to ensure standards are maintained and escalate any concerns to the Duty Manager;
7. Deliver a frontline service to customers on a day to day basis to ensure excellent customer service and a positive user experience. Be proactive in solutions for any customer queries to ensure they are dealt with swiftly and efficiently;
8. Provide tours for customers and potential members and promote SportBU gym memberships.
9. Deal with queries relating to existing and new memberships from customers.

10. Proactive engagement in all areas of SportBU business activity. Be creative and driven to investigate, influence and establish possible new areas of business activity that relate to the strategic direction of the department including supporting marketing of SportBU department alongside the Duty Manager (M&C);
11. Ensure an excellent working knowledge of the centres Leisure Management booking system and point of sale.
12. Participate in SS and University wide events (e.g. open days, fresher's activities) where appropriate;
13. To actively contribute to the delivery of BU2035 within the remit of your job, with the ultimate aim of enhancing student experience and providing a high-quality service to all customers, whilst improving efficiency and effectiveness of core University processes and systems;
14. To undertake any other appropriate duties as required.
15. DBS only- We are committed to providing a safe environment for all students and staff. This position is required to undertake regulated activity and therefore is exempt from the Rehabilitation of Offenders Act (ROA) 1974 and subject to a satisfactory (enhanced) DBS Disclosure and the requirements of our Safeguarding Policy.

### **Organisation Chart**



### **Dimensions**

Work with 1 Duty Supervisor

**Contacts** Internal and external, including level

**Internal:** SportBU colleagues, Chapel Gate colleagues, SS colleagues, Students, Staff, Estates, Finance, Cash Office, Health & Safety team, BUCB Directors, Chief Operating Officer, Director of Student Services, Legal Services, Marketing & Communications

**External:** Customers, Chapel Gate sport sections personnel, section sports club members, leaseholders and their customers, event bookings and customers, manufacturers and Suppliers, local sports leagues secretaries, referees, relevant personnel appropriate to industry,

### **Challenges**

They need to be able to engage current and future stakeholders and combine excellent customer service to daily users.

Be flexible in their approach to working hours and weekend work.

### **Information Governance Responsibilities**

#### **Data User**

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

### **Safeguarding and Regulated Activity**

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an offence to apply for and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's Safeguarding Policy and Suitability Statement on the Recruitment and Employment of Ex-offenders.

### **Additional Information**

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Equality & Diversity Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

**April 2026**



## Person Specification

Position / Job Title: Duty Supervisor	Position No: TBC
Faculty / Service: OVC	Date: April 2026
<b>SELECTION CRITERIA</b>	<b>Essential / Desirable</b>
Knowledge (including experience & qualifications)	
Experience of working within a multi-facility leisure environment	E
Knowledge of health and safety guidelines appropriate to the sport and leisure facility environment	E
Experience of organising activities	D
Experience of and ability to liaise with university staff and students, general public, related organisations and industry	E
Experience of promoting and sales of health & fitness club memberships	D
Experience of working in customer facing roles	E
Experience of cash reconciliation and financial management	D
Experience of working with a leisure management booking system	D
Level 2 Gym Instructor Qualification	D
Level 2 Exercise to Music Qualification	D
Supervisory/management qualification or equivalent experience	D
<b>Skills</b>	
Excellent interpersonal communication skills	E
Highly organised with the ability to simultaneously engage with multiple tasks.	D
Strong time management skills	E
Accurate word processing and data entry skills	E
Proven general administration skills	E
Competent IT and Social Media skills	E
<b>Attributes</b>	
A positive can-do attitude and excellent team player	E
Ability to motivate and delegate where appropriate	E
Proven ability to work on own initiative	E
Good attention to detail	E
Assertive but with reservation, diplomacy and tact when appropriate.	E
Pro-active in engaging with all elements of the business, keen to learn and grow within the department	E
Flexibility approach to the working day/week to work on a shift rota basis to include regular evening and weekend working	E
Customer focussed	E
Positive attitude towards safeguarding	E