

## RECRUITMENT PACK

This document includes the following information:

- Job Description
- Person Specification
- Additional information

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### Making an application:

When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don't have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (eg. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- We recommend that you take a copy of this recruitment pack to help with your preparation.

A commitment to sustaining an inclusive and diverse community is one of the University's Core Values and we are keen to address any imbalances in our workforce.

The University of Essex is proud to be part of the Disability Confident scheme and is committed to supporting diversity and equality, representative of our inclusive community. As part of our commitment to this scheme any candidate who has a disability and meets all the essential criteria for the role will be offered an interview. We also work in partnership with national disability organisation DisabledGo who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (01206-874588/873521/873461) for help.

**Closing Date: 18 February 2018**

**Interviews are planned for: 5 March 2018**

Produced by:  
Resourcing Team  
Human Resources  
University of Essex  
Wivenhoe Park  
Colchester CO4 3SQ  
United Kingdom  
Tel: +44 (0)1206 873521/874588  
Email: [resourcing@essex.ac.uk](mailto:resourcing@essex.ac.uk)



University of Essex Campus Services Limited (UECS) is a wholly owned company of the University of Essex. Please note that this post is being advertised by the University on behalf of UECS and some aspects of the information provided on the University recruitment website will not apply to this appointment. The Terms of Appointment relating to this post are published on the website alongside this document.

**Data Protection:** UECS shares recruitment data with the University of Essex who provide human resources services.

**JOB DESCRIPTION – Job ref REQ01109**

<b>Job Title and Grade:</b>	Senior Health and Fitness Supervisor, Grade E
<b>Contract:</b>	Permanent, Full-time
<b>Hours:</b>	38 hours per week
<b>Salary:</b>	£24,183 – £27,198 per annum
<b>Department/Section:</b>	UECS / Essex Sport
<b>Responsible to:</b>	General Manager
<b>Reports on a day to day basis to:</b>	General Manager
<b>Responsible for:</b>	Sports Assistants
<b>Purpose of job:</b>	To be responsible for the day to day running of the Essex Sport Gym ensuring the Gym and Activity Studios are kept in excellent condition, providing excellent standards of customer service.

**Duties of the Post:**

The main duties of the post will include:

1. To liaise with the General Manager in relation to the efficient and safe running of the sports centre and its facilities.
2. To ensure that checks are carried out on a daily basis to ensure that equipment within the Essex Sport Gym and Activity Studios are safe to use, functioning fully and properly, and are clean and appropriately stored in order to provide the highest possible levels of customer service
3. Devise and implement a programme of equipment maintenance with the Essex Sport Gym and Activity Studios
4. Conduct research on, and advise on a programme of equipment replacement for the Essex Sport Gym
5. To ensure that any faults or breakdowns are identified, reported and rectified in a timely manner.
6. To lead the staff in the Essex Sport Gym in providing high levels of customer service, including interacting with members in a polite and friendly manner, providing advice and guidance, and ensuring that the customer experience exceeds expectations
7. To lead the staff in the Essex Sport Gym, in conjunction with the Business Development Manager and Reception Supervisor in converting gym tours and enquiries in to membership sales
8. To manage the setting up/down of sports equipment within the sports centre as required.
9. To assist with the Essex Sport Gym fixed assets register and annual stock check.
10. To ensure that safety procedures are adhered to for all sporting activities.
11. To render First Aid as necessary.
12. To undertake reception duties as required.
13. To manage the opening and closing of sport centre facilities as required.

Any other duties as may be assigned from time to time by the General Manager or their nominee

***These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.***

**Terms of Appointment**

For a full description of the terms of appointment for this post please visit:

<http://www.essex.ac.uk/hr/current-staff/terms.aspx#>

January 2018

## PERSON SPECIFICATION

**JOB TITLE: Senior Health and Fitness Supervisor**

### Qualifications /Training

	Essential	Desirable
▪ A qualification in Sport /Recreation/Physical Education/Fitness and Health	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Level 2 fitness qualification	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Personal trainer	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Exercise to music/ Fitness Class qualifications	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Fitness qualifications e.g. circuits, spin	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ An up to date First Aid at work certificate or equivalent first aid qualification	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Experience/Knowledge

	Essential	Desirable
▪ A good Knowledge of health and safety in relation to sport exercise and fitness	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Previous experience of delivering excellent customer service and leading on sales in a commercial gym environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent knowledge of the latest specification of gym equipment, and how it can contribute to the customer journey and customer retention	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Previous experience of supervising staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of organising gym-based one-off events	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Experienced in cash handling	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Some experience of basic reception duties	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Skills/Abilities

	Essential	Desirable
▪ Excellent communication and interpersonal skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to deliver excellent customer service	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to work independently and on own initiative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent team working skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Computer literate (use of Microsoft Excel/Word/Outlook)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of using Computerised Booking systems	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other

	Essential	Desirable
▪ Ability to meet the requirements of UK 'right to work' legislation*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ An enthusiasm and all round interest in sport and fitness	<input checked="" type="checkbox"/>	<input type="checkbox"/>



University of Essex Campus Services Limited

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T 01206 873753 E uecs@essex.ac.uk  
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▪ Flexibility of weekend working hours	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ The ability to fulfil the requirements of a DBS check (see general information)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Be able to undertake the physical aspects of the post.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

\* The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post. For further information about UK immigration requirements please follow this link <https://www.gov.uk/government/organisations/uk-visas-and-immigration>

January 2018

**University of Essex Campus Services Limited**

**Additional Information**

**Sports Centre**

You can find more information about the department at the following link [www.essex.ac.uk/sport](http://www.essex.ac.uk/sport)

Informal enquiries may be made to David Gladwell, General Manager (telephone: 01206 873526 e-mail: [davidg@essex.ac.uk](mailto:davidg@essex.ac.uk) ). However, all applications must be made online.

**General Information**

Due to the nature of the work, applicants who are offered employment will be subject to a criminal record check (known as a Disclosure) by the Disclosure and Barring Service before the appointment is confirmed. This will include details of all cautions, reprimands or final warnings as well as convictions.

We encourage applicants to provide details of all warnings, reprimands, cautions or criminal offences at an early stage in the application process. Should you wish to declare such information, please email the Resourcing Team in confidence, ([resourcing@essex.ac.uk](mailto:resourcing@essex.ac.uk)) attaching brief details. We guarantee that this information is shared only with the recruiting manager.

A copy of the University of Essex policy on the recruitment of ex-offenders is available on the University website: <http://www.essex.ac.uk/hr/policies/docs/CRBdocumentpolicy.pdf>

Having a criminal record will not necessarily bar you from working with us – this will depend on the nature of the position and the circumstances and background to your offence.

**Benefits**

▪ <b>competitive salaries</b>	▪ <b>training and development</b>
▪ <b>childcare facilities/vouchers</b>	▪ <b>generous holiday scheme</b>

**Campus Services will focus on 5 core principles:**

1. To develop and operate the commercial facilities at the University of Essex with the highest standards of customer care and value for money to enhance the student and staff experience.
2. To collaborate with Academic Departments and Professional Services.
3. To engage actively with the local and regional community to further the reputation of the University of Essex.
4. To champion a team culture with succession planning and remuneration firmly anchored on performance.
5. To deliver annual growth in surplus for the University of Essex.

**Campus Services**

Created in 2010, the Campus Services directorate brings together existing staff and student commercial services, with a combined turnover of £21m and total staff of over 230 full-time equivalents. Services delivered under the Campus Services umbrella are critical to enabling the University to deliver the objectives in its strategic plan – improving the student experience, facilitating growth and improving the financial performance of the University.

Some business units within Campus Services – Event Essex, Print Essex and Wivenhoe Park Day Nursery – are part of University of Essex Campus Services Limited, a wholly owned subsidiary of the University of Essex.

### **Accommodation Essex**

Accommodation Essex contributes to a positive student experience by providing a safe and supported environment in which students can develop personally and academically. The University of Essex offers a wide range of accommodation suited to a variety of needs all within walking distance of the academic departments and campus facilities at both Southend and Colchester campuses.

You can find more information about the department at the following link  
<http://www.essex.ac.uk/accommodation/>

### **Essex Sport**

The Colchester Campus Sports Centre offers excellent indoor and outdoor facilities including the £1.4 million Evolve gym and fitness rooms. At the Southend Campus there is the Evolve Gym and a wide range of opportunities to participate in sport, exercise and health at great value for students, staff and the local community.

### **Wivenhoe House Hotel**

Wivenhoe House is a four star country house hotel, set in parkland on campus. It is also home to the Edge Hotel School.

### **Essex Food**

Through their many catering outlets and delivered hospitality service, Essex Food provides a professional and courteous customer led service to students, staff and visitors. The promotion of a nutritious, and value for money hospitality service, together with respect and dignity for customers and staff are the cornerstones of their business.

### **Event Essex**

Event Essex promotes the vast range of University of Essex conference, meeting and event venues in Colchester and Southend to businesses and public sector organisations locally, regionally and nationally. The dedicated team offers an expert event planning and co-ordination service.

### **Print Essex**

Print Essex provides a high quality design, copy and print service at competitive prices to all users, both on and off campus.

### **Wivenhoe Park Day Nursery**

Set in the peaceful surroundings of Wivenhoe Park, the purpose built Wivenhoe Park Day Nursery offers outstanding day care to children from 3 months to 5 years, as well as holiday clubs for children from 5-11 years. Places are open to all, including the public.

### **everythingEssex**

In 2011, Campus Services began co-ordinating official University of Essex merchandise and gifts. This exciting project included product development and improving routes to market. Merchandise is available on the **everything Essex** outlet at the Colchester campus or on-line at <http://www.essex.ac.uk/everythingessex/>

Further information on Campus Services can be found via [www.essex.ac.uk/uecs](http://www.essex.ac.uk/uecs).

### **University of Essex Campus Services Limited**

The successful candidate will be employed by University of Essex Campus Services Limited, a wholly owned subsidiary of the University of Essex. The company was established to manage the



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commercial operations at the University of Essex. The terms of employment for this role are specific to University of Essex Campus Services Ltd.

**No Smoking Policy**

University of Essex Campus Services Limited has a No Smoking policy.

**The University of Essex – a profile**

The University of Essex was founded in 1964 when it opened its doors to a cohort of just 122 students. Since then, we have grown in both reputation and size. There are now more than 10,000 students studying at three campuses - in Colchester, Southend and Loughton (East 15 Acting School). All academic activity is organised into four faculties – Humanities, Science and Health and Social Sciences.