University of Edinburgh

Job Description Template

1. Job Details

Job title: Grounds Assistant

School/Support Department: Corporate Services Group

Unit (if applicable): Centre for Sport and Exercise (Peffermill Playing Fields)

Line manager: Head of Grounds

2. Job Purpose

To support the delivery of Peffermill’s year round training, competition and events programme in order to provide a high quality experience for the end-user and positive promotion for the University.

3. Main Responsibilities

1. Assist the duty grounds staff with pavilion related duties (welcoming users; answering customer enquiries; setting up conference rooms; unlocking changing room doors; supervising car park areas; undertaking routine administration; sourcing/storing/issuing grounds and sports equipment; attending to first aid incidents; cleaning etc) and underpinning the general safety, security and well-being of all users and guests. Provide a high level of customer care (during reception and grounds working) ensuring user requests and enquiries are dealt with efficiently, effectively and favourably. 50-70%

2. Support a range of practical grounds related duties (painting posts; cleaning up outdoor areas; challenging unauthorised users; performing routine grounds works under supervision; emptying bins) to ensure the Peffermill site is in optimal condition for user groups to enjoy. 10-30%

3. Assist the grounds team in the successful staging of major sporting events by undertaking administrative, reception or outdoor duties bringing credit to the organisers and positive profile to the University. 10%

4. Comply with Peffermill’s normal operating procedures (health and safety compliance, maintenance schedules etc) and contribute to the development of new policies and practices, and support annual review and personal cpd strategies, to maintain service provision and enhance business performance. 10%

4. Planning and Organising

While on pavilion duty, use experience and personal judgement to organise and plan daily/shift work schedule to ensure facility set-ups are completed to time and to customer/office specifications.

Ensure equipment stores are maintained logically, and with an up-to-date inventory, so that sports kit (balls; cones; hurdles etc) can be located quickly, and issued/returned to groups accurately.

Facilitate arrangements so that incoming groups can access their changing/meeting areas at the allotted time.

5. Problem Solving

Determining how to complete various grounds keeping tasks/skills to the highest standards, often in adverse weather conditions.
Responding, usually in consultation with duty grounds staff, to issues/events that arise during pavilion duties, whether they be routine (deteriorating/improving weather/pitch conditions; customer enquiries), irregular (major injuries; theft; customer complaints; fire evacuation; power failure) or unforeseen (security alert; flooding; damage to building; large spectator numbers).

How to organise and arrange sports stores to promote an on-going inventory record, and the most effective/efficient dispersal of kit to user groups.

6. Decision Making
- Decide, usually in consultation with the duty grounds staff, the best course of action for incidents/events that occur during pavilion shift – following set procedures (fire evacuation; injury management; locking up) or using initiative (customer complaint, power failure; security breach; prevailing weather/ground conditions).
- Resolve ways of undertaking grounds duties to achieve best results – using professional judgement and experience, though with reference to duty grounds staff as required.
- Determine which changing rooms to allocate to incoming groups so that their user experience is enhanced (no waiting; convenience to playing area; etc).

7. Key Contacts/Relationships
Contacts with University staff and students; academic departments, including PESLS; community/corporate groups; EU Sports Union and its sports clubs; British Universities Sports Association; Scottish Universities Sport; Schools, Colleges and other Universities; local clubs; Scottish/Area Institutes of Sport; national governing bodies of sport, particularly Scottish Hockey, International sports teams; Spectators; Guests; Event organisers; Press; Suppliers.

8. Knowledge, Skills and Experience Needed for the Job
- Educated to SQA standard grade level.
- Minimum of 1 year experience in a customer care or service orientated environment.
- Valid driving licence.
- Good understanding of relevant health and safety legislation, ideally with a current First Aid Qualification.
- Be able to understand and apply stringent security standards;
- Be physically fit, with training in manual handling.
- Good communication skills (verbal) and customer care abilities.
- Capability to work independently/flexibly; team player; aptitude for problem solving; diplomacy.
- Basic IT skills.

9. Dimensions
Peffermill sustains 115,000 user visits per annum, no direct line management or budgetary responsibilities, but job-holder does assume significant responsibilities during pavilion shifts (security; health and safety). Role is also key in maintaining effectiveness of the grounds operation, harmony of its small staff team, reputation of Peffermill and the University; and enjoyment/safety of end user.

10. Job Context and any other relevant information
Peffermill is a very busy year round sports facility (accommodating 20+ sports), with a national reputation (and expectation). Facilities are spread over an impressive 27 acre site, and encompass two international Astroturf pitches, which serve as Scotland’s National Hockey Academy, attracting major international/ world-class events with corresponding media profile; 12 grass pitches; 2 cricket squares; golf practice area; training track; tennis courts; and superb conference (7 rooms), changing and social facilities (bar and catering). Peffermill is situated away from main University throng (and not on main IT network), so staff are isolated from main CSE/University activity; it's a challenging work place, with a demanding clientele; unpredictable (and often inclement) weather and ever changing customer needs requiring regular contingency planning.