



ABINGDON



JOB PACK

Duty Manager (Sports Centre or Tilsley Park)

Closing Date: Monday 12 April 2021 (midday)

Interview Date: Wednesday 21 April 2021

Abingdon School, Park Road, Abingdon, Oxfordshire, OX14 1DE
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ABINGDON

Message from the Director of Finance & Operations, Justin Hodges

Thank you for your interest in the Abingdon School Foundation. I am delighted that you are considering working here. As a member of the support staff you would play a pivotal role in supporting the school deliver the very best academic, pastoral and Other Half opportunities to our pupils.



Please take some time to look at our website, www.abingdon.org.uk, as this will tell you a lot about us and give you a taste of the atmosphere. The Abingdon Foundation is a community of some 1300 boys, currently 1050 at Abingdon School and 260 at Abingdon Preparatory School. Boarding houses are full with around 140 boarders and the sixth form has around 320 pupils. We employ some 350 teachers and support staff across the Foundation. The Board of Governors oversee the whole Foundation.

Abingdon School and Abingdon Preparatory School occupy large and beautiful campuses. The facilities are excellent with recent significant developments including a new Sixth Form Centre, library and Art department which followed the opening of a stunning Science Centre in 2015. New facilities for the Economics and Business Studies and Computer Science departments opened this autumn alongside two additional huserooms for the pupils. We have also added to our extensive sport facilities at Tilsley Park and on the school campus which now offer some of the best sport resources in the area. The Foundation benefits from a continuous refurbishment and redevelopment plan, adding further impressive facilities to a very well-resourced school.

We may be over 760 years old but we are a forward-looking, dynamic school. There is pride and commitment amongst those who work here and we always look for high calibre professionals to join us. I hope that you might see yourself joining this happy and purposeful community.

Justin Hodges
Director of Finance & Operations

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SUPPORT STAFF BENEFITS

Annual Leave

Full time staff benefit from 25 days paid annual leave (plus eight statutory bank holidays). The entitlement is pro rata for staff working part time or on a term time or term time plus basis. In some departments, there is a requirement that annual leave is taken during school holidays unless otherwise agreed with the relevant line manager.

Closure Days

Each year at Christmas, consideration is given as to whether up to two additional closure days, which will usually be Christmas Eve and New Year's Eve, will be granted.

Death in Service

All support staff aged between 18 and 65 are members of the Abingdon Foundation Death in Service Scheme. The policy covers staff up to the age of 70 with anyone over the age of 65 needing to complete a medical questionnaire. This scheme is managed by Legal & General and in the event of death a benefit of three times annual salary will be paid.

Employee Assistance Programme

The Abingdon Foundation provides staff with a range of benefits to support them in everyday life including an Employee Assistance Programme (EAP) and a Health Risk Assessment (HRA) tool.

Foundation Grant

Qualifying permanent* employees are eligible for a discount (of up to 50% for full-time staff, pro-rata for part-time staff) on tuition fees for their own children attending Abingdon School or Abingdon Prep in accordance with the School's "Foundation Grants Policy". Admission and entry to either School is subject to availability and satisfactory achievement in the admission requirements.

Lunch

When the School is open lunch is available for staff free of charge during term time.

Parking

Free parking for staff is available on site on a first come first served basis.

Pension

The Abingdon Foundation runs a group personal pension scheme with Royal London into which new staff are automatically enrolled on their first day of employment. The contribution rates are 3% employee and 6% employer.

Private Healthcare

Permanent* employees are eligible to benefit from free private health insurance (taxable as a benefit in kind).

* Permanent employees are considered to be staff working under a contract of employment of a year's duration or more.

Sports Centre Membership

Members of staff have automatic membership of the Abingdon Sports and Leisure Club with free access to the gym and swimming pool at agreed times. Staff are entitled to a discounted membership that allows them to attend exercise classes free of charge. Further details are available from the Sports Centre.

Ultimate Activity Camps

Currently staff are entitled to a 50% discount on school holiday courses for children with Ultimate Activity Camps. Childcare vouchers can be used as payment. Further information is available from their website www.ultimateactivity.co.uk.





JOB DESCRIPTION

DUTY MANAGER (Abingdon School Sports Centre or Tilsley Park)

REPORTING

The Duty Manager will report to the relevant facility manager.

KEY OBJECTIVES

- To ensure that the Sports Centres at Abingdon School and Tilsley Park operate to the best possible advantage of Abingdon School.
- To work closely with the other Duty Managers, the management team and all staff responsible for sporting activities.
- To keep the management team regularly and fully informed on any matters concerning the management and administration of the Centre.
- To support the Sport & Physical Education Department in achieving their aims and objectives, which are based on the principle of providing more opportunities to more pupils.
- To support Abingdon School Enterprises in achieving its aims and objectives, which are based on the principle of high quality sport and leisure activities on a commercial basis.

MAIN RESPONSIBILITIES

Team Working

- Be an enthusiastic and supportive team member, working closely and effectively with all other members of Sports Centre and Tilsley Park staff and the school PE department, including lifeguards, receptionists, sports coaches, fitness teams, cleaners and maintenance staff.
- Work flexibly, including providing cover and backup for other members of the team as necessary.
- Ensure staffing levels meet business requirements.
- Keep the management team regularly and fully informed.
- Willing to work shifts on a rota basis from 05.45 - 22.30 from Monday to Sunday.

Operational Facility Management

- Work closely with the management team in all operational matters and fulfil all operational responsibilities, including timely opening, preparation and closure of the facility.
- Follow the full range of operating procedures and standards. These are to be constantly reviewed and updated whenever necessary.
- Be accountable for safe and professional day to day operations.
- Ensure effective delivery of programmed activities including classes, community sports club bookings and children's parties.

- Prepare the venue and associated equipment, including managing the set up and take down of equipment, in order to meet booking requirements promptly and efficiently.
- Carry out regular checks of the facility to ensure it is clean and tidy and take any appropriate action as required.
- Proactively solve day to day problems to ensure standards are met and maintained.
- To work poolside as a Lifeguard as required.

Customer Service

- Offer a first class and welcoming service to our customers at all times and be accountable during shifts for the overall customer experience, including the management of complaints and feedback.
- Meet and exceed customers' expectations in line with organisational values and standards.
- Receive and handle customer enquiries and feedback.
- Ensure written and oral customer communications are delivered in an appropriate and professional style and manner, taking account of different customer needs and characteristics.
- Communicate and share information effectively at all levels.
- Manage all customer comments and complaints proactively, quickly and effectively, ensuring they are recorded and proposing suggestions for improvements, where necessary, to prevent future problems.
- Ensure Reception is covered during public opening hours.

Business Support and Administration

- Support the delivery of ASE business goals and service targets in a way that upholds the ASE and Abingdon School brand and values.
- Learn and operate our booking system and other management systems in accordance with operating procedures.
- Carry out all administrative tasks to a high standard; paying attention to detail and using an appropriate standard and style of written English.
- Use internal IT systems to enable ASE to operate efficiently and effectively.

Compliance

- Manage health and safety in accordance with legislation and operating procedures for the safe running of the facility, including Pool Safety Operating Procedures (PSOP), handling chemicals and hazardous substances (COSHH), risk assessments, manual handling, first aid and fire procedures.
- Ensure that all building systems (e.g. air conditioning, pool plant) are carefully controlled and monitored with due regard to health and safety.
- Report any incidents, accidents and occurrences in line with policies and procedures.
- Complete all mandatory training as required, including safeguarding, health and safety and NPLQ.

Financial Responsibility

- Ensure all cash handling and cashing up procedures are adhered to and all items are processed through the EPOS system.
- Carry out effective stock control, informing the Manager of low stock levels and ordering when required.
- Checking all goods and services are delivered as ordered, approving the delivery note and passing on to the Manager.

PERSON SPECIFICATION

Essential

- Similar relevant experience in either customer service or facility management
- A positive, flexible and 'can-do' attitude
- Friendly and professional with consistently excellent customer service skills
- Good general IT skills
- Good administrative skills including attention to detail and a good standard of written English.
- Willingness to attend training as required and an eagerness to learn and improve
- Displays commitment to the protection and safeguarding of children and young people
- Values and respects the views and needs of all customers, taking account of their specific needs, particularly children and young people.

Desirable

- Previous similar experience within the sports or leisure industry
- NPLQ* (if not currently held, the appointee will be required to obtain this within two months or as soon as is practicably possible at the School's expense. Please note that this requires a swimming test [NPLQ Information](#))
- Relevant professional qualifications (e.g. Sports/Leisure Management Qualification, CIMSPA or equivalent)
- Level 2 in Gym Fitness Instructor qualification and/or sports coaching qualifications
- Experience of delivering or organising children's activities
- Childcare or play-work qualifications
- Familiar with central business management systems such as customer databases and booking systems
- English and Maths GCSE at Grade C or above or approved equivalent

HEALTH & SAFETY AT WORK

All staff share responsibility for achieving safe working conditions. You must take care of your own health and safety and that of others, observe applicable safety rules and follow instructions for the safe use of equipment.

You have a responsibility under health and safety legislation to ensure that you:

- Cooperate on all matters related to health and safety including the investigation of any incident.
- Use any equipment or person protective equipment (PPE) provided for you correctly, in accordance with training and instructions. Any equipment fault or damage must immediately be reported to your line manager. No member of staff should attempt to repair equipment unless trained to do so.
- Report any health and safety concerns to your line manager as soon as practicable.
- Report any accidents and injuries at work however minor.
- Familiarise yourself with the fire safety instructions which are displayed on notice boards and near fire exits in the workplace.

All staff are required to confirm that they have read and understood the Foundation's Health and Safety Policy.

TRAINING REQUIREMENTS

The following mandatory training will be provided:

- Control of Substances Hazardous to Health (COSHH)
- Customer Service
- Emergency First Aid at Work
- Equality & Diversity
- Fire Evacuation Procedure and Fire Panel Induction
- Fire Marshal
- Health & Safety Induction
- Legionella Awareness and Basic Principles of Legionella Control
- Manual Handling
- National Pool Lifeguard Qualification (NPLQ)
- Safeguarding Training (Triennial)

TERMS AND CONDITIONS

The salary range for this role is circa £20,800 to £22,800 per annum. The postholder's actual salary will be aligned to the nearest appropriate pay point on our scale.

This is a full-time role working 40 hours per week. Duty Managers work as part of a team on a shift pattern and therefore some evening and weekend work will be necessary. Staff may be required to work at either Abingdon School Sports Centre or Tilsley Park.

HOW TO APPLY

If you would like to apply for this position you will need to register and apply on our recruitment portal via the following link: <https://vacanciesatabingdonschool.ciph-irecruit.com>

Completing your application

- Please read all the information provided before completing your application.
- Please note that prior to submission of your application you will be required to upload a covering letter which provides you with an opportunity to introduce yourself and explain your motivation for the role. This can be especially important if your circumstances are such that a significant pay change, career change or relocation is involved.
- Please do not send testimonials, certificates or examples of work etc., unless specifically requested in the Job Pack.

Guidance for the completion of the section 'additional skills, experience and interests'

This is an important section of the application as it gives you the opportunity to tell us specifically why you think you should be considered for the job, showing how well your skills, abilities and experience meet our requirements. You should give clear examples rather than simply stating that you possess certain skills and abilities or simply outlining all your experiences whether relevant or not. For teaching staff it is important that you use this section of the application form to outline how you would contribute to Abingdon's 'Other Half' (extra-curricular) programme.

References

All offers of employment within the Foundation are subject to the receipt of a minimum of two satisfactory references. One of the references must be from your current or most recent employer. If your current/most recent employment does/did not involve working with children, then the second referee should be from the employer with whom you most recently worked with children. **If you are or have been employed within a school, then one reference must be from the Head of your current school, or the last school at which you worked.** Neither referee should be a relative or someone known to you solely as a friend.

Shortlisted applicants for teaching posts are advised that references will be taken up **prior to interview**.

Shortlisted applicants for support posts are advised that references **may** be taken up prior to interview. Please note, unless you ask us not to we will assume it is acceptable to contact your references at any time.

Interview Process

If you are invited for interview your visit will involve a brief session with our Human Resources Department, in order to undertake a number of checks we are required to carry out by the Department for Education (DfE).

These checks include the requirement for a satisfactory criminal records check at enhanced level through the Disclosure and Barring Service (DBS). A list of valid identity documents will be sent to you in advance of your interview.

In addition, we require evidence of the following:

Identity – passport or photocard driving licence

Address – document from Group 2b of the DBS List of Valid Identity Documents with current address

Right to Work in the UK – passport or full birth certificate

Qualifications - original documents confirming any educational and professional qualifications you refer to in your application

Overseas Checks – if you have worked or been resident overseas for three months or more in the previous ten years please bring original copies of any overseas police checks that have already been completed

If you have changed your name by deed poll or any other mechanism (e.g. marriage, adoption, statutory declaration) you will be required to provide documentary evidence of the change.

During your visit with our Human Resources Department, if you have not done so already, you will be required to sign your application form in order to declare that the information you have given is accurate and true.

In the event that you are unsuccessful please be assured that photocopies of documents taken will be destroyed.

Interviews are conducted in person and will explore your suitability to work with children. On occasion, applicants will be invited to participate in a preliminary Skype interview.

Teaching Posts:

If you are invited to interview you will be required to teach a lesson which will be observed. You will be advised beforehand as to the lesson brief. You should expect to attend a number of interviews, tour the School and meet some colleagues.

Support Posts:

As well as a face to face interview, if relevant to the role, the selection process may include some other form of assessment e.g. administrative test, demonstration of practical skill, a presentation etc.

Conditional Offer of Appointment

Any offer to a successful candidate will be conditional upon the following:

- verification of identity;
- verification of qualifications and professional status;
- a satisfactory criminal records check at enhanced level through the Disclosure and Barring Service (DBS);
- a check against the Barred List;
- a Prohibition from Teaching check (if applicable);
- a Prohibition from Management check (if applicable);
- where the successful candidate has worked or been resident overseas for three months or more in the previous ten years, such checks and confirmations as the School may require in accordance with statutory guidance;
- verification of the right to work in the UK;
- receipt of at least two satisfactory references;
- a check for gaps in your employment history;
- verification of medical fitness - completion of a medical declaration and satisfactory medical examination in certain circumstances;
- satisfactory completion of the probationary period.

Safeguarding

All adults working at Abingdon should be aware of their responsibility to safeguard and promote the welfare of every pupil, both physical and emotional, inside and outside school. This involves ensuring that pupils are protected from significant physical or emotional harm and that there is a positive commitment to ensure the satisfactory development and growth of the individual. Everyone working at Abingdon should be aware of and, when necessary, follow the school's Safeguarding Guidelines, which are in line with [Keeping Children Safe in Education 2020](#), [Prevent 2015](#), [Working Together to Safeguard Children 2018](#) and the Department of Education's (DfE) and Oxfordshire Safeguarding Children Board's (OSCB) practice and procedures (these are available online at <http://www.oscb.org.uk> and also refer to <http://schools.oxfordshire.gov.uk/cms/content/safeguarding>).

All new members of staff, including volunteers, agency workers and contractors are provided with the following documents and required to sign a declaration to confirm that they have read and understood them before they start work and at regular intervals thereafter:

- Keeping Children Safe in Education September 2020 (Part One and Annex A)
- Safeguarding Policy
- Staff Behaviour Policy
- ICT (Staff) Policy
- Health and Safety Policy
- Data Protection Policy
- Equal Opportunities Policy

These documents include all the relevant information about safeguarding, KCSIE, codes of conduct, missing children policy and whistleblowing policy.

In addition, individuals appointed to work in an Early Years Foundation Stage (EYFS) setting are required to complete a 'Staff Disqualification Declaration' before they start work and on an annual basis.

Warning

Candidates should be aware that provision of false information is an offence and could result in the application being rejected or summary dismissal if the applicant has been selected, and possible referral to the police and/or DBS, and/or the Teaching Regulation Agency (TRA).

Queries

If you have any queries at all about the recruitment process please contact the Foundation's HR Department on 01235 849136 or recruitment@abingdon.org.uk.

Abingdon School is an Equal Opportunities employer.