LIVERPOOL HOPE UNIVERSITY
1844

Recruitment Pack

POST – Sport and Fitness Assistant (Two Positions – Post 1 Full Time and Post 2 Part Time)

Job Reference: 4A6HPS2A

Closing date: 1st December 2026 at 5.00pm

www.hope.ac.uk















POST: Sport and Fitness Assistant x 2

STARTING DATE: ASAP

SALARY RANGE: Grade 3 (£23,817 to £25,754)

TYPE OF CONTRACT: Permanent

WORK PATTERN: Post 1 – 35 hours per week, Post 2 – 16 hours per week.

REPORTS TO: Michelle Gilmurray

The Post

Liverpool Hope University is special institution, grounded in history and driven by a values-led approach to educational delivery.

Liverpool Hope University's Hope Park Sports provides a range of sport, fitness and recreational facilities for students, staff, members and the wider community.

We are looking to recruit two enthusiastic, reliable and customer-focused **Sport and Fitness Assistants** to join our team and support the day-to-day operation of Hope Park Sports.

This is an opportunity to work in a busy and varied sporting environment, helping to ensure that all users enjoy a welcoming, safe and inclusive experience.

As a Sport and Fitness Assistant, you will play an important role in the smooth running of the Sports Centre. Your responsibilities will include preparing facilities and equipment for use, assisting with opening and closing procedures, responding to customer enquiries, undertaking routine health and safety checks, and supporting the delivery of sporting activities, bookings and fixtures.

You will also assist with general administrative duties and work closely with colleagues to maintain high standards of customer service and facility provision.

Sport and fitness provision is a key aspect of the role. You will actively support the delivery of sporting, fitness and recreational activities, working alongside colleagues and qualified staff to ensure facilities and equipment are appropriately prepared and activities run smoothly. You will also assist users with the appropriate and safe use of sports and fitness facilities and equipment, providing guidance in line with your training and supporting the successful delivery of bookings, fixtures and events

We are looking for individuals who are approachable, organised and able to work effectively both independently and as part of a team. A positive attitude, good communication skills and a willingness to support a range of activities are important to these roles.

For further information about the responsibilities and requirements of the positions, please refer to the accompanying job description and person specification.

Contract and Working Hours

We are recruiting to two positions:

- **Post 1:** 35 hours per week (Full Time)
- **Post 2:** 16 hours per week (Part Time)

Both positions will primarily involve evening and weekend working, with shifts arranged flexibly to meet the operational requirements of Hope Park Sports.

Applicants should indicate which position they are applying for and their availability, particularly for evening and weekend working. Should you wish to be considered for both roles please confirm this on the application form.

Job Description/Key duties of the post

Job Description

Job Title	**Sport and Fitness Assistant**	**Code**	**4AHPS2A**
Subject/Service Area	**Hope Park Sports**		
Reports to	**Sport & Development Manager**		
Accountable To	**Head of Catering Conferencing & Sports**		

Purpose of Job

To support the day-to-day operation of Hope Park Sports, providing a welcoming, professional and inclusive service to students, staff, members, visitors and external users.

The postholder will assist with the preparation and operation of the Sports Centre, including opening and closing duties, facility and equipment checks, customer enquiries, administration and support for sport and fitness activities.

The postholder will work in accordance with established University and departmental procedures, including those relating to health and safety, customer service and the use of Sports Centre facilities. Matters outside the normal duties or level of responsibility of the post will be referred to the appropriate member of staff.

Key Tasks / Responsibilities

- Sports Centre Operations
- Health, Safety and Facilities
- Customer Service and Member Support
- Sport and Fitness Provision
- Administration and Communication
- General Responsibilities

Work Performed relating to Key Tasks:

Sports Centre Operations
Prepare sports facilities and equipment for use at the start of shifts and ensure activity areas are left tidy and secure at the end of shifts in accordance with established procedures.
Prepare facilities and equipment for scheduled activities, bookings and general use.
Set up and take down sports and fitness equipment as required.
Provide a welcoming and professional service to users of the Sports Centre.
Deal with routine customer enquiries and provide information about Sports Centre facilities, activities, bookings and services.

Monitor the appropriate use of facilities and equipment in accordance with established procedures.
Report operational issues, maintenance requirements and other concerns to the appropriate member of staff.
Complete relevant operational records and administrative tasks as required.
Support the smooth delivery of weekend activities, bookings, fixtures and other scheduled use of the Sports Centre.

Health, Safety and Facilities
Follow University and departmental health and safety procedures at all times.
Carry out routine checks of facilities and equipment and report any hazards, defects or maintenance requirements.
Follow established procedures where equipment or facilities are identified as unsafe or unsuitable for use.
Maintain appropriate records of safety and equipment checks.
Apply basic first aid within the scope of relevant training.
Complete accident and incident records in accordance with established procedures.
Report any safeguarding, health and safety or other concerns to the appropriate member of staff.

Customer Service and Member Support
Provide a welcoming, helpful and professional service to students, staff, members, visitors and external users.
Support members and users with the appropriate use of sports and fitness facilities.
Provide basic guidance on the safe use of facilities and equipment in accordance with training and established procedures.
Respond to routine customer enquiries and refer more complex enquiries to the appropriate member of staff.
Maintain accurate customer records and associated administrative information where required.
Contribute to maintaining a positive, inclusive and customer-focused environment within Hope Park Sports.

Sport and Fitness Provision
Support the delivery of sport and fitness activities for students, staff, members and other users.
Assist qualified staff with the delivery of fitness, sport and recreational activities where required.
Provide basic guidance on facility use where appropriately trained.

Provide appropriate guidance on the safe use of fitness equipment.
Work with colleagues to support the effective delivery of sport and fitness activities.
Support the preparation and use of sports and fitness facilities for activities and events.

Administration and Communication
Undertake routine administrative duties associated with the operation of the Sports Centre.
Maintain accurate records relating to facility use, safety checks, incidents and other operational activity.
Communicate effectively with colleagues to support the consistent delivery of Sports Centre services.
Provide appropriate information to colleagues regarding issues arising during shifts.
Contribute to customer feedback and satisfaction monitoring where required.
Use relevant University and departmental IT systems to complete required administrative tasks.

General Responsibilities
Work primarily at weekends as part of the Hope Park Sports team.
Work flexibly to meet the operational needs of the Sports Centre, including occasional additional shifts where required and agreed.

Work collaboratively with University staff, students, members, external clubs, teams and other users of the Sports Centre. Attend relevant training and development activities and maintain any qualifications required for the role. Comply with Liverpool Hope University policies and procedures, including those relating to health and safety, safeguarding, equality and diversity, data protection, communications and social media. Promote an inclusive and welcoming environment for all users of Hope Park Sports. Undertake any other reasonable duties appropriate to the level of the post. To undertake any other duties commensurate with this post and as requested by management. This List is in no means exhaustive and other related tasks can be added.
Materials, resources & equipment to be used
A wide variety of sports equipment Computer Booking Systems Payment Systems
Regular contacts (internal / external)
University Staff Students External Groups (Youth & Adult) Other Guests
Staff Reporting to Post holder
Hope Works Employees

Person Specification

Person Specification: Sports & Fitness Assistant
Service Area: Hope Park Sports

Methods of assessment
Application form **(A)**
Interview **(I)**
Task **(T)**

Educational & Training Requirements	**Essential(E)/Desirable(D)**	**Method of assessment**
Relevant qualification or equivalent experience in a sport, leisure, fitness or customer-facing environment	D	A/I
First Aid qualification	D	A/I
Relevant sport, fitness or coaching qualification	D	A/I
Experience	**Essential(E)/Desirable(D)**	**Method of assessment**
Experience of working in a customer-facing environment	E	A/I
Experience of working in a sports, leisure, fitness or similar environment	D	A/I
Experience of following health and safety procedures within a workplace or customer-facing environment	E	A/I
Experience of working as part of a team to provide a service to customers or users	E	A/I
Experience of working in a fitness suite or sports facility	D	A/I
Experience of supporting the day-to-day operation of a facility or service	D	A/I
Experience of using social media to create or publish content	D	A/I
Experience of updating website content or using a content management system	D	A/I
Experience of delivering sport, fitness or coaching activities	D	A/I
Able to use own initiative and work without direct supervision	E	A/I
Ability to communicate clearly in plain English, both verbally and written, with a range of audiences	E	A/I
Good working knowledge of current health and safety legislation including food safety	E	A/I
Awareness of best practice in the hospitality industry	E	A/I

Team player with an ability to empower & motivate others and to build effective relationships and communication with all levels of staff within the University and externally	E	A/I
Self motivated, keeps up to date with current food trends	E	A/I
Skills & Knowledge	**Essential(E)/Desirable(D)**	**Method of assessment**
Good communication and interpersonal skills	E	A/I
Good customer service skills and a professional approach	E	A/I
Ability to follow established procedures and instructions	E	A/I
Ability to recognise and report health and safety concerns appropriately	E	A/I
Ability to organise and prioritise routine tasks effectively	E	A/I
Ability to work as part of a team	E	A/I
Good working knowledge of IT	E	A/I
Knowledge of health and safety requirements within a sports, leisure or similar environment	D	A/I
Knowledge of fitness equipment and the safe use of fitness facilities	D	A/I
Any Other Requirements	Essential (E) / Desirable (D)	Method of Assessment
Commitment to the Mission and values of Liverpool Hope University	E	A/I
Flexible and adaptable approach to work	E	A/I
Willingness and ability to work primarily at weekends	E	A/I
Ability to undertake the physical requirements associated with Sports Centre operations, including equipment set up and facility preparation.	E	A/I
Willingness to undertake further training where necessary	E	A/I
Ability to work positively as part of a team	E	A/I

Commitment to providing a welcoming, inclusive and professional service to all users	E	A/I
Commitment to following University and departmental policies and procedures	E	A/I

Contact for Queries

Insert Name – Michelle Gilmurray
Insert job title – Sport Fitness & Development Manager
Insert email address – gilmurm@hope.ac.uk

Conditions of service:

This post is based at Hope Park campus. However, you may be required to work in other areas of the University as and when required.

The post is permanent, subject to the normal probationary period of 12 months.

Salary scale for this post is £23,817 - £25,754 per annum. New appointments will normally be made on the first incremental point of the advertised grade within the salary scale. In certain circumstances, it may be appropriate to offer a candidate a higher incremental point of the advertised grade. A higher salary will not be offered purely on the fact that it has been requested. Any starting salary above the first incremental point of the advertised grade must be justified and **supported by evidence**. Salary is payable monthly in arrears by bank giro credit on and around the 20th of each month.

The annual leave runs from 1st September to 31st August. Holiday entitlement is 28 days per year plus statutory Public Holidays and Liturgical days. This entitlement is pro-rated for part-time staff.

Further Information

Liverpool Hope University has two main teaching campuses – Hope Park in the Liverpool suburb of Childwall and the city centre Creative Campus.

We have invested more than £60 million in buildings and equipment over the past eight years and we are proud of our campuses. Stunning listed buildings sit alongside modern architecture, and with beautiful gardens and facilities, which make Liverpool Hope University a unique place to work and study.

Mission and Values

Liverpool Hope University is an ecumenical Christian Foundation, which strives:

- to provide opportunities for the well-rounded personal development of Christians and students from other faiths and beliefs, educating the whole person in mind, body and spirit, irrespective of age, social or ethnic origins or physical capacity, including in particular those who might otherwise not have had an opportunity to enter higher education;
- to be a national provider of a wide range of high-quality programmes responsive to the needs of students, including the education, training and professional development of teachers for Church and state schools;
- to sustain an academic community, as a sign of hope, enriched by Christian values and worship, which supports teaching and learning, scholarship and research, encourages the understanding of Christian and other faiths and beliefs and promotes religious and social harmony;

- to contribute to the educational, religious, cultural, social and economic life of Liverpool, Merseyside, the North-West and beyond.

Liverpool Hope's Values

Hope strives to meet the following values, which are integral to the fulfilment of its Mission:

- be open, accessible and inclusive,
- take faith seriously, being fully Anglican, fully Catholic, fully ecumenical, fully open to those of all faiths and beliefs,
- be intellectually stretching, stimulating, challenging,
- be hospitable, welcoming, cheerful, professional, full of Hope; creating supportive communities in aesthetically pleasing environments,
- be well-rounded, holistic, integrated, a team, a community of communities, collaborating in wider partnerships.

Equality and Diversity

Consistent with its Mission, Liverpool Hope strives to be a University where the individual and individuality matter. We hold students, staff and visitors in high regard and we seek to foster a working and learning environment that recognises and respects difference. All staff are expected to comply with the University's Equality and Diversity policies in the performance of their duties.

Health and Safety

Liverpool Hope University is committed to ensuring the health, safety and welfare of all staff at work and of students, visitors and others by continuous improvement in standards of health and safety. All staff are expected to comply with the University's Health and Safety policies in the performance of their duties

Sustainability

Liverpool Hope University is committed to enhancing the quality of its environment for its staff and students working and living at the University and the wider community; and aims to manage its operations in ways that are environmentally sustainable,

economically feasible and socially responsible. All staff are expected to work in accordance with, and promote the University's sustainability practices.

Benefits of working at Liverpool Hope University

Liverpool Hope offers its employees a full range of benefits:

Pay and Pensions

- Competitive rates of pay defined using the HERA job evaluation scheme
- Pension schemes with generous employer contributions

Home and Family

- Generous Annual Leave Arrangement
- Opportunity for flexible working arrangements

Training and Development

- Induction training for all new staff
- Staff development opportunities

Health and Well-Being

- Hope Park Sports fitness suite and classes with discounted membership
- A range of food outlets with healthy eating options
- Staff counselling service
- Staff cycle scheme
- Support with lifestyle changes
- A range of social activities and groups
- On-site chapel, multi-faith prayer room and Chaplaincy
- Eye testing scheme

We also provide a variety of staff discounts ranging from reduced price Theatre tickets to discounts on beauty treatments.

Library services

Liverpool Hope's Library Service provides access to a wide-ranging collection of physical and online resources to support learning and research. The service also provides different types of study space across both campuses to support the wide range of learning styles and needs, from individual study rooms to group spaces, and from silent study to more relaxed social learning

Car Parking

All users of University car parks are required to pay for their use. The University has a scalable charging system for annual permits and pay and display facilities for occasional users.

We recruit staff nationally and internationally as we seek out the best to help build Hope for the future. If you join us, you will be doing so at an exciting and challenging time as we work to build a liberal arts inspired university of distinction in the UK.

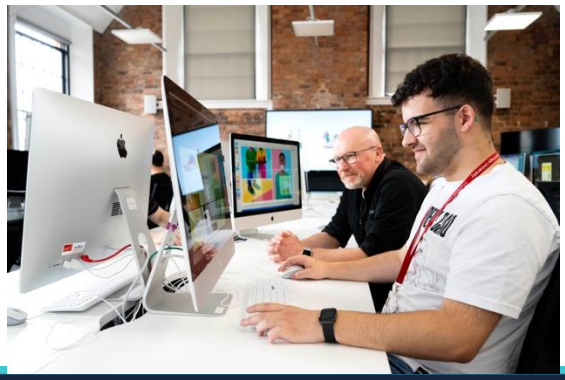
How to apply

You can download the application form by the link below:

How to apply

Useful Links

www.hope.ac.uk/lifeathope/welcome
https://www.hope.ac.uk/gateway/staff/peopleservices/
www.hope.ac.uk/jobs





disability confident COMMITTED

LIVERPOOL CITY REGION Fair Employment Charter

ARMED FORCES COVENANT



LIVERPOOL HOPE UNIVERSITY

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