

# Facility Manager

Student Services – LSBU Active  
London South Bank University

Candidate pack | July - August 2024

Reference No. REQ10453







## About Us

London South Bank University (LSBU) is a modern, dynamic university with a long history of leading the way in applied education and practice-led learning. With over 17000 students and 2000 staff from over 130 countries, we work together to foster the development of graduates, ready to address business and societal challenges.

Our fantastic campus in central London is based around the historic, vibrant, and unique Elephant and Castle in the best student city in the world (QS World University Rankings, 2023). We also have specialist health campuses in Croydon and Havering.

We are highly commended as an Outstanding Entrepreneurial University (*Times Higher Awards, 2022*) and ranked fifth in the world for Reducing Inequality (*Times Higher Education Impact Rankings, 2022*). We are proud that our graduates are the highest paid amongst all London modern universities one year after completing their course (*LEO, 2022*).

## About the Student Services

This department provides advice and support for students on a wide range of non-academic and educational needs. The department aims to enable all students to achieve their potential while studying, by providing an approachable and reliable service that students can trust.

Services provided include accommodation advice covering disabilities and dyslexia; employment and careers; financial advice; international students; mental health and wellbeing. ID card support, Student status and Council Tax exemption letters are also provided.

LSBU works to enable all students to have the right to study, live and socialise in a safe and supportive environment. The University takes a zero-tolerance approach to incidents of bullying, harassment and discrimination. The department supports students who report any form of bullying, harassment and discrimination should they see or experience it. Advisors are available at the Student Life Centre (SLC) helpdesk or via one-to-one appointments with specialist teams. Appointments are held in person, by video call or over the phone. The University is fully committed to equality and diversity. We work together to build a learning community founded on equality of opportunity that celebrates the rich diversity of our student and staff populations.

## About LSBU Active

LSBU Active is part of the Student Services Directorate which also includes the following departments: Wellbeing and Advice (consisting of Mental Health and Wellbeing, Disability and Dyslexia support, Student Advice and Hardship funding); Student Accommodation, Employment and Placements; and the Alumni Department. Our aim is to enable all students to achieve their potential while studying, by providing an approachable and reliable service that students can trust.

LSBU Active department oversees and delivers sport and physical activity programmes for the University. The service manages the operation of the LSBU Sports Centre, this includes a multi-purpose Sports Hall, 3 Studios and a 60+ station Fitness Suite equipped with the latest Technogym technology including the Mywellness platform, Consultation and Therapy Rooms, Teaching Gym and Changing Facilities. The department is also responsible for the delivery of sports participation programmes for students, staff and community members. LSBU Active manages the Sport for Students programme including Sports Clubs and Elite Sports Scholars who participate in BUCS, LUSL and EUSA competition. As well as delivering personal and professional development through Coach Education courses and our Sports Ambassador programme, which trains and deploys students through community sport.

## Working for us

### Turning passion into purpose

Our ambition is to create educational pathways that empower people of all backgrounds and talents to realise their aspirations, add to the knowledge base, and contribute their skills and drive to wider society.

To realise our ambition, we need people with energy, courage and imagination, who are enthused by our vision and recognise our values as theirs; people who bring ideas to enrich our approach to learning, research and innovation; collaborative people who love creating and spreading knowledge; brilliant people who seek growth and yearn to make a positive, personal difference.

At LSBU, you will get to contribute to a vibrant and dynamic culture, which is fuelled by purpose, built around people, and is genuinely diverse. You will be trusted and recognised for your unique contribution.

**You will be part of a great team, turning your passion into purpose.**



# 5<sup>th</sup>

**Ranked 5<sup>th</sup> in the world for  
Reducing Inequality.**

*(Times Higher Education Impact  
Rankings, 2022)*

# Graduates earn more

**Our graduates are the highest  
paid amongst all London modern  
universities one year after  
completing their course.**

*(LEO, 2022)*





# Job Description

**Grade: 5**

**Reporting to: Governance and Compliance Manager**

## Key Responsibilities

1. To supervise and assist customers in using the facilities in an appropriate and safe manner, ensuring compliance with regulations and conditions of hire in accordance with operational procedures.
2. To be responsible to the Governance and Compliance Manager for the day to day running and supervision of the Sports Centre and deputise in their absence.
3. To be responsible for the organisation of all areas of the Sports Centre ensuring that Sports Hall and Studio equipment is set up in time for the relevant activity in accordance with the current health and safety guidelines.
4. To undertake regular checks to ensure all facilities and equipment are clean, safe and in good working order, to keep records of checks and take remedial action where necessary with faulty items of equipment placed out of order immediately as appropriate.
5. To ensure that all activities and areas have an up to date and relevant risk assessment; and that all risk assessments are reviewed and incorporated into a risk management programme including the NOP and EAP.
6. To ensure that the Sports Centre checklists are completed at the end of each shift for the approval by the Governance and Compliance Manager.
7. To assist with the implementation of a planned preventative maintenance programme.
8. To be responsible for the induction of all users in the Fitness Suite and Studios and the safe and proper use of the equipment by Sports Centre users.
9. To have supervisory responsibility for Fitness Coaches, Receptionists and Fitness Instructors.
10. To deal with complaints effectively referring issues to the Governance and Compliance Manager / Head of Sport and Recreation as appropriate.
11. To deal with any accidents or emergencies that may occur including reporting in accordance with the university's health and safety guidelines.
12. To maintain order within the facility reporting any problems to an immediate supervisor or building security.
13. To ensure the CRM is kept up to date including processing memberships and facility bookings.
14. To ensure the effective use of the Leisure Management till system, ensuring correct payments are made for the services provided.
15. To support the administration of the department, maintaining databases, correspondence, document management and report generation.
16. To be responsible for the end of day income reconciliation.
17. To be a key holder for the Sports Centre, opening and closing as required.
18. To undertake any other duties as designated by the Governance and Compliance Manager

## Person specification / Selection criteria

### **E = Essential, D = Desirable**

- A. Experience of working in a leisure/sports environment preferably dealing with a broad range of activities and services (E)
- B. Knowledge and understanding of leisure/sport industry and service delivery (E)
- C. Possess a valid First Aid qualification (E)
- D. Experience of administration in a busy working environment. Computer Literacy using key Microsoft Packages (E)
- E. Experience in marketing and promotions of sport and physical activity (E)
- F. Good communication skills, able to relate to a wide variety of different clients and customers. To have demonstrable leadership skills and be a team player (E)
  
- G. Experience of having supervisory responsibility in a similar facility or role (D)
- H. Experience of working in a Leisure/Sports Centre Reception with Leisure Management packages or CRM systems (D)
- I. IOSH Managing Safely or equivalent qualification (D)
- J. Knowledge of issues and systems relating to health and safety in leisure and sports centres. Experience in risk/ hazard control management (D)
- K. Level 2 Gym Instructor certificate (D)
- L. Experience of carrying out a successful customer service role within a sports and leisure environment (D)

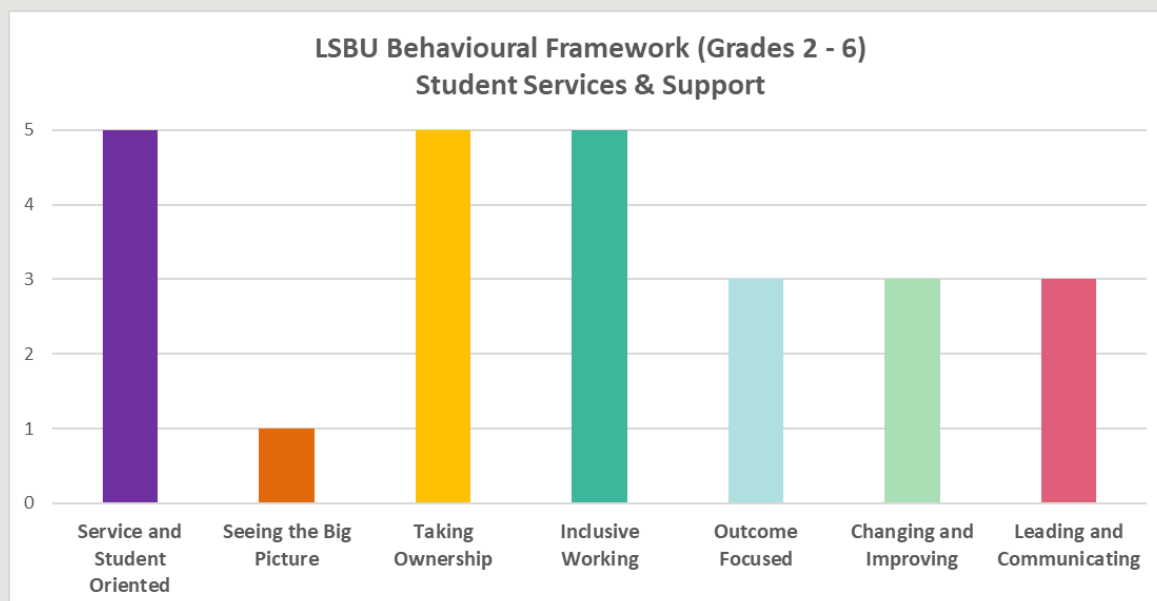
## LSBU Career Pathways and Behaviour Framework

LSBU has developed a range of Career Pathways for Professional Services Group (PSG) roles. They include 8 different “job families” of roles which share common characteristics and require broadly similar skills and competencies. Job families are a way of describing work across the organisation that can support career planning and development, and the pathways identify skills and competencies for different grades within each job family. The Career Pathways document can be found [here](#).

This post falls within the Student Services and Support Job Family.

The PSG Career Pathways should be read alongside the [LSBU Behaviour Framework](#) as this describes the behaviours expected at each grade, and successful candidates should be able to demonstrate how they meet the core behaviours detailed.

Whilst all elements of the Framework are important for every role, the chart below indicates which areas we will be focusing on most during the recruitment process for this role. Candidates should therefore ensure that they provide evidence of these behaviours in their application or supporting statement and be prepared to respond to behaviour focussed interview questions.





## Applicant Guidance

Please complete online application form, fully addressing the main activities and selection criteria for the post. CVs must not be submitted and will not be accepted as an application. You will receive an email confirmation that your application has been received.

## Pay and Benefits

### Grade and Salary:

This post is Grade 5, the full-time salary range is £31,396 to £34,557 per annum, inclusive of £4,952 London Weighting per annum.

### Contract type:

Full time, permanent.

### Hours of Work and Working Pattern:

The basic working week will be 35 hours, worked on a shift pattern that covers the operational hours of the service, based on site on the Southwark Campus. Operational hours of the service are currently Monday – Friday 6.45am – 10.15pm; Saturday and Sunday 9.45 am – 6.15pm and Bank holidays 9.45am – 4.15pm (shared between the team). Although this may be subject to change depending on the needs of the service.

For details of annual leave entitlements, pension, professional development opportunities and our other great benefits, please visit the LSBU [employee benefits page](#).

## International Applicants

At LSBU our many international staff and students are a valued part of our vibrant and diverse community and play a vital role in the future of the University. We welcome international applicants who have the right to work in the UK or who are eligible for sponsorship under the Skilled Worker Route (SWR), or the Tier 5 Government Authorised



Exchange Route. The University may also be able to provide a supporting letter to those meeting the requirements of the Global Talent Visa.

Please be advised that currently LSBU will only support the Certificate of Sponsorship for any eligible sponsored visas and will not support the payment of the sponsored visa for the offered candidate and/or dependants.

We strongly recommend that you consult the Apply for a UK visa section of the Home Office [webpages](https://www.gov.uk/check-uk-visa) to determine your eligibility for a UK visa. <https://www.gov.uk/check-uk-visa>

This role may be eligible for sponsorship under the UKVI Skilled Worker route dependant on the successful candidate's circumstances and their ability to meet the minimum number of points under the Skilled Worker route, and has been mapped to SOC 1251 - Facilities Managers.

## Equality, Diversity, and Inclusion

The diversity of LSBU's staff and students is a source of our strength and the richness of ideas and perspectives that this diversity brings makes LSBU a truly distinctive place to work. We aim to make our recruitment and selection process accessible to all, so please contact us to discuss any support you need.

Whilst we recognise the benefits of using AI in other aspects of life and in work, we encourage you to showcase your own knowledge and skillset using your own unique voice throughout the application process, and when invited to interview.

We are happy to talk flexible working and reasonable adjustments.

In accordance with The Higher Education (Freedom of Speech) Act, the exercise of academic freedom will not be a reason for LSBU not to recruit or promote, nor will it have other adverse impacts in those processes.

**We look forward to receiving your application and thank you for your interest.**