

Post Details	Last Updated: 04 January 2024	
Job Title:	Sport Programme Coordinator	
Job Family & Job Level	Sport Operations	Level 2
Responsible to:	Sport Programme Manager	
Responsible for:	N/A	
<u>Job Purpose Statement</u> There are 2 core elements to this role, the first being the post holder is responsible for the design, implementation, and day-to-day administration of a high-quality portfolio of aquatics programmes. These programmes should be designed to increase the usage of our world-class pool, create opportunities for a diverse range of customers, and enable SSP to achieve its key strategic objectives. Secondly, this role will work closely with the Sport Development Officer by assisting in the day-day running of a variety of sports programme. The role will work closely with all programmes to ensure the growth and continued development, by creating relationships with National Governing Bodies and schools to help implement daily and weekly PE lessons within school curriculum. The post holder will support in the design and delivery of innovative programme ideas to assist with the growth of programmes offered within SSP and lead on Multi-sport days.		
<u>Problem Solving, Accountability and Dimensions of the role</u> The post holder must operate in a proactive manner, organising and prioritising their work within the guidelines set by their line manager and within the internally set protocols of the department, they will work towards clearly defined objectives and KPIs. The post holder has the latitude to set their own agenda within these parameters and will organise and prioritise their own work to ensure that key deadlines and objectives are met, with supervisory approval. The post holder is expected to provide advice and solutions to routine day-to-day problems within the specialist area in which they are familiar. When faced with issues, the post holder is required to identify the nature of the problem or issue through analysis and to apply their judgement and initiative in order to find an appropriate resolution. Where the post holder faces issues/problems which are of a more complex nature and fall outside of the scope of the post holder’s experience, guidance may be sought from their line manager. The post holder is required to develop an understanding of the strategy and priorities of the Sports Park to contribute to decisions on how to develop sport and physical activities in support of this. The post holder will be responsible for the onboarding of all new swimming enrollees, generating reports and making changes where required to the swimming programme. This will involve working closely with SSP’s Sales, Marketing, Operations and the Systems and bookings team to ensure all objectives, deliverables, and timeframes are shared, clear, and achievable. They will work very closely with Guildford City Swimming Club (GCSC) who provide the coaching staff to deliver SSP’s core swimming programmes referenced above. GCSC are also a key client of the pool for their own swimming performance programmes. The post holder will coordinate monthly meetings with the GCSC management team to assess progress and ensure a high level of customer experience is consistently provided in line with contractual agreements. The post holder will have to work with a diverse range of stakeholders ranging from internal staff, school personnel, heads of sports and NGB’s to help deliver the strategic aims and objectives of SSP. The post holder is expected to suggest improvements to current and existing programmes to help further develop sports on offer within SSP, they are expected to take a pro-active approach to identifying ways to address these and to implement them under the guidance of their line manager, where appropriate. The post holder will keep up to date with the local and national aquatics landscape so they can make effective decisions to position SSP’s aquatics programmes accordingly.		
<u>Background Information/Relationships</u> Surrey Sports Park is at the heart of sport and physical activity in Surrey, and our mission is to deliver the best		

possible sport, health and wellbeing experience to our University of Surrey students and to the wider SSP community. We provide strategic added value to the University by delivering an outstanding student experience through social and competitive sport and providing an excellent environment for wellness and fitness for Surrey staff and students, and our community impact is significant both culturally and physically. The team is passionate and high performing, and the business model requires us to deliver a self-sustaining, well managed and customer service focused business. The post holder will work closely with all Sports Park staff and both internal and external guests to help with the delivery of key programmes with future developments and improvements.

This job purpose reflects the core activities of the post. As SSP and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. SSP expects that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. Should significant changes to the job purpose become necessary, the post-holder will be consulted and the changes reflected in a revised job purpose.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships	Essential/ Desirable	
Degree, HND, NVQ 4 qualified or equivalent in relevant subject/relevant formal training, or some experience in a similar or related role	E	
Swim England Level 1 or 2 Certificate in an aquatics activity	D	
First Aid Certificate, or willingness to complete the training	D	
Other sporting qualifications	D	
Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the competency framework for clarification where needed and the Job Families Booklet).	Essential/ Desirable	Level 1-3
Working knowledge of MS Office products and the ability to learn new systems.	E	2
Knowledge and experience of delivering sport and / or physical activity programmes.	E	2
Experience of analysing participation trends / feedback and implementing action plans	D	1
Experience of working with partner organisations such as NGB's, CSPs, local authorities, sports councils	D	1
Experience of increasing swimming participation across a range of audiences	E	3
Understanding of quality coaching delivery and customer service	E	3
Experience and a strong understanding of Swim England Learn to Swim Framework	D	3
Special Requirements:	Essential/ Desirable	Level 1-3
To work during unsocial hours, including early mornings, late evenings and at weekends.	E	n/a

Disclosure and Barring Service Clearance	E	n/a
Commitment to undertake relevant CPD training.	E	n/a
A full UK driving licence	D	n/a
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). N/A (not applicable) should be placed, where the competency is not a requirement of the grade.		Level 1-3
Communication		2
Adaptability / Flexibility		2
Customer/Client service and support		2
Planning and Organising		2
Teamwork		2
Continuous Improvement		2
Problem Solving and Decision Making Skills		2
Leadership / Management		1
Creative and Analytical Thinking		1
Influencing, Persuasion and Negotiation Skills		1
Strategic Thinking		1

Organisational Information
<p>All staff are expected to:</p> <p>Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with Surrey Sports Parks Equal Opportunities Policy.</p> <p>Help maintain a safe working environment by:</p> <ul style="list-style-type: none"> • Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand. • Following local codes of safe working practices and Surrey Sports Parks Health and Safety Policy. • Excellent environmental performance is a strategic objective for the University of Surrey. All staff are encouraged to work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students. • Undertake such other duties within the scope of the post as may be requested by your Manager.
Key Responsibilities
<p>This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum) and should be read in conjunction with the accompanying Job Purpose.</p> <ol style="list-style-type: none"> 1. Manage and administer the schools outreach programme including the booking and invoicing of dates with schools, managing coaching requirements with GCSC, liaising with new schools, providing coaches with registers, and ensuring SSP operations are fully briefed on all set-ups required in order to deliver a first-class customer experience 2. Manage the day-to-day administration of the Swim Academy programme, including the agreement of key programme dates, ordering equipment, setting up new classes and coaches in On Course, advising on escalated customer service enquires from parents and GCSC, and direct debit issues with customer support. 3. Identify opportunities for the implementation of new aquatics programmes in line with NGB guidelines and topical/seasonal information to position SSP as an expert knowledge centre, maximise the utilisation of the pool space, and encourage a diverse customer base to be confident and involved in water-based activities 4. Monitor the running of wider SSP programmes and support the head of programmes where required. 5. Support the wider Sport Operations team with school outreach programmes and initiatives.

6. Lead and/or collaborate with relevant staff members on a variety of campaigns and events during the year that improve and enhance the member experience.
7. Lead on school multi-sport days and PE lesson requests.

N.B. The above list is not exhaustive.