

Post Details		Last Updated: 09/06/2024	
Job Title:	Studio Coordinator		
Job Family & Job Level	Surrey Sports Park	Level 2 (B)	
Responsible to:	Health & Fitness Manager		
Responsible for:	Class Instructors		

### **Job Purpose Statement**

The post holder will oversee and support the delivery of high-quality fitness activities within the studios, whilst maintaining a high level of customer service. This role will oversee the class timetable, recruitment and management of the class instructors, instructor CPD and team training activities. The post holder will also be expected to lead from the front, delivering classes as required. Key responsibilities of the role will include:

- Class Scheduling and Management: Take ownership of the group exercise offering, creating a diverse and engaging class timetable
- Deliver and be accountable for a Group Exercise participation of 60%.
- Instructor Coordinator: Be proactive in seeking fitness instructors that will help enhance the fitness offering at Surrey Sports Park. Ensuring all instructors are onboarded correctly and hold the correct certifications and follow safety standards
  - To engage all non-contracted (self-employed) Group Exercise Class instructors and develop a sense of team
  - To ensure all classes are adequately resourced and contingency plans are fully in place to cover classes for holidays/sickness
- Deliver an agreed number of classes per week as part of contracted hours.
- Work collaboratively with the Health & Fitness Team to:
  - Collate all relevant documents for all contractors – contracts/insurances/qualifications and ensure these are always up to date.
  - To administer all contractor invoices following financial guidelines in place.

The post holder will deliver a high-quality group fitness programme, adjusting the regular timetable as per current industry trends and user feedback/attendance.

### **Problem Solving, Accountability and Dimensions of the role**

The post holder will be required to work closely with the Health & Fitness Manager to deliver a high-quality Group Fitness and Wellbeing group exercise programme.

Operating with minimum day to day supervision, the post holder is expected to ensure the safe and effectively delivery of the group exercise programme. Ensuring that it not only provides an excellent experience for members but maximises on commercial revenues for non-members of SSP. It is vital for the post holder to keep up to date with internal changes and events so that they can communicate the most up to date information to guests and group fitness instructors.

The post holder will need to apply a good level of knowledge of the studio offerings and health and wellbeing programmes to be able to effectively answer user and Group Exercise Instructor enquiries. On occasions where an enquiry requires input from another colleague, the post holder is expected to pass

these on to the relevant individuals efficiently; this includes escalating problems to the Fitness Manager when this is perceived to be the most appropriate course of action.

The fast-paced nature of the business means that the post holder may be required to prioritise a list of tasks on a day to day basis and remain organised throughout; they will set their own short-term priorities and ensure any work left incomplete, is communicated to their line manager. An enthusiasm and keenness to provide excellent customer service will be demonstrated through the post holder's efforts to meet the needs of the customers, whilst showing an understanding of the potential implications of unfinished tasks or negative experiences. The post holder should aim for each customer to have a positive interaction with the Sport operations department.

The post holder must have a confident communication style and be able to act with sensitivity and diplomacy, as they will communicate daily with Group Exercise Instructors who will have responsibility for providing clients with a fitness service. They will help ensure that Group Exercise Instructors are maintaining a safe environment within any fitness environment by complying with the necessary Health and Safety requirements and ensure that users are aware of the guidelines in place.

This post holds no overall budgetary responsibility but will be expected to work according to a given budget

#### **Background Information/Relationships**

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 required 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.

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.

<b>Qualifications and Professional Memberships</b>		<b>Essential/ Desirable</b>
GCSE level (numeracy and literacy) or equivalent vocational qualifications, plus basic relevant work experience  Or A number of years experience within a similar role		E
Register of Exercise Professionals level 2 gym instructor qualification or equivalent		D
First Aid Certificate		D
Coaching or class instruction certificate (e.g. exercise to music/spinning)		E
Les Mills (Body Pump/Balance)		D
Class Teaching experience		D
<b>Technical Competencies (Experience and Knowledge)</b> This section contains the level of competency required to carry out the role (please refer to the competency framework for clarification where needed).	<b>Essential/ Desirable</b>	<b>Level 1-3</b>
Experience of working with relevant specialised equipment, software and procedures	E	2
Experience of working independently and without close supervision	E	2
Experience of working within a customer focused environment.	E	2
Understanding of health and safety requirements, with particular reference to the leisure industry.	E	2
Experience of delivering personal training and group exercise sessions to a variety of demographics	E	2
Experience of operating a leisure management system	D	n/a
Good IT skills with the ability to learn new systems	D	n/a
<b>Special Requirements:</b>	<b>Essential/ Desirable</b>	<b>Level 1-3</b>
To work during unsocial hours, including early mornings, late evenings and at weekends.	E	n/a
Criminal Records Bureau Clearance	E	n/a
<b>Core Competencies</b> 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.		<b>Level 1-3</b>
Communication		2
Adaptability / Flexibility		2
Customer/Client service and support		2
Planning and Organising		1
Teamwork		1
Continuous Improvement		2
Problem Solving and Decision Making Skills		2
Leadership / Management		1
Creative and Analytical Thinking		n/a
Influencing, Persuasion and Negotiation Skills		n/a
Strategic Thinking		n/a

## Organisational Information

### All staff are expected to:

Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the Surrey Sports Park Equal Opportunities Policy.

Help maintain a safe working environment by:

- 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 the Surrey Sports Park Health and Safety Policy.
- Excellent environmental performance is a strategic objective for the Surrey Sports Park. 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

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.

1. Design, coordinate, and deliver the group exercise class & fitness/health and wellbeing courses programme for (non-)members. Including supporting open days and events to promote the group exercise timetable.
2. Manage and employ appropriate group fitness staff, including monitoring and evaluating coaching staff performance, and source cover in instances of annual health, sickness, non-show, etc
3. Instruct group exercise classes in cases of cover and/or to grow/manage the programme within budget limits.
4. Take appropriate action if a class is cancelled, that is: directly contacting users currently booked on the session, managing feedback, and informing internal teams.
5. Ensure excellent customer care is provided to all participants of the group exercise programme.
6. Review the effectiveness of the Group Fitness programme ensuring that the programme support the retention of members and achieving commercially viable financial gains.
7. Provide regular weekly and monthly reports to the Health & Fitness Manager.

N.B. The above list is not exhaustive.