

Post Details	Last Updated: 15/05/2025	
Job Title:	Operational Services Coordinator	
Job Family & Job Level	Professional Services	Level 3
Reports to:	General Manager	
Responsible for:	Coordination and administration of operational services	
<u>Job Purpose Statement</u> The postholder will support the General Manager with the coordination and administration of the Operational Services department. They will engage in a wide range of administration tasks across Surrey Sports Park team to ensure a smooth and efficient service is provided. They are the ‘go-to’ member of staff at Surrey Sports Park for all internal operational queries. They are there to triage any questions other departments may have, and either answer these questions, or sign-post to other parties who may need to be involved in that conversation. They will work autonomously to review and develop current operational procedures ensuring customer satisfaction and health & safety are at the heart of the solution. They will also lead on general administration tasks including but not limited to management and collating of data on H&S and Maintenance, Staff training records and Budget targets The post holder will work closely with the Sports & Fitness Programs, Client Services, Front of House, and Events teams. This will include regular reports and updates for internal colleagues, and will be responsible for ensuring consistent internal communication within the department.		
<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 internal protocols of the department. The post holder has the latitude to set their own agenda within these parameters. The post holder is expected to contribute to the shape and direction of the Operational Services Department, to ensure that it supports Surrey Sports Park’s vision. 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. They are also expected to suggest improvements to current working methods or systems and to advise the General Manager where there are specific issues which need to be addressed. When faced with issues, the post holder is required to identify the nature of the problem and apply their judgement and initiative 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.		

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. Our community impact is significant both culturally and physically. 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 the Department//Business Unit 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. Surrey Sports Park 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 knowledge, experience & competence required by the post holder that is necessary for acceptable performance in carrying out this role.

Qualifications and Professional Memberships		Essential/ Desirable
Degree, HNC, A Level, NVQ 3, HND level, or equivalent with a number of years relevant experience OR Broad vocational experience, acquired through a combination of job-related vocational training and considerable on the job experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles.		E
First Aid Certificate		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
Knowledge and experience of student performance sport and the higher education sector	D	2
Experience of and ability to liaise with University staff and students, general public, related organisations and industry	E	2
Experience of working in customer facing roles	E	2
Experience in working in general administration roles and/or supporting a team	E	2

Varied knowledge of government initiatives relating to sport, such as British University and College Sport (BUCS), and NGB programmes	D	2
Experience as an elite sports performer	D	2
Experience of working with committees and /or volunteers	D	1
Knowledge and experience of sports club development and annual planning	D	2
Teaching and delivering workshops, presentations, or short courses	D	2
Working knowledge of MS Office	D	2
Ability to develop rapport with internal and external staff	E	2
Special Requirements:	Essential/ Desirable	Level 1-3
To work, on occasion, during unsocial hours, including early mornings, late evenings and at weekends – partially around key periods of the university calendar	E	NA
Disclosure and Barring Service Clearance	E	NA
Commitment to undertake relevant CPD training.	E	NA
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).		Level 1-3
Communication		2
Adaptability / Flexibility		2
Customer/Client service and support		3
Planning and Organising		2
Teamwork		2
Continuous Improvement		2
Problem Solving and Decision-Making		2
Skills Leadership / Management		1
Creative and Analytical Thinking		2
Influencing, Persuasion and Negotiation Skills		2
Strategic Thinking		2

Organisational Information

All staff are expected to:

Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with Surrey Sports Parks 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 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

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. Coordinate and administer the operational services team to ensure smooth and effective operations.
2. Provide regular status updates to other departments regarding outstanding items
3. Work with operational services team to deliver expectations of internal customers
4. To support the General Manager in their Duties and Tasks

N.B. The above list is not exhaustive.