

Post Details	Last Updated: 04/06/2025	
Job Title:	Senior Recreation Assistant	
Job Family & Level	Operational Services	Level 2
Responsible to:	Assistant General Manager(s)	
Responsible for:	Recreation Assistants	

Job Purpose Statement

Operating as part of a team, to support and deputise for the Operations Assistant General Managers in the day to day running of the facilities. Responsible for the provision of excellent guest services, including cleaning and maintenance. Challenges include participating in and delegating the set ups, maintaining and dismantling of equipment for preparation of areas and sessions as appropriate. Providing poolside supervision, including making water-based rescues and to ensure activities can be carried out safely, effectively and within a prescribed timescale. Assisting the Operations Assistant General Manager in ensuring health and safety standards are met and maintained

Problem Solving, Accountability and Dimensions of the role

The post holder is expected to work with minimum daily supervision but with clear guidance from the Operations Assistant General Manager, to deliver a high quality operation and service within SSP. The post holder will organise and prioritise their work and the work of the recreational team within an established operating environment, guided by the Operations Assistant General Managers and Assistant Managers.

The post involves dealing with a variety of routine tasks and preparation activities. Due to the routine and prescriptive nature of the majority of these tasks, they are generally able to operate with minimum day-to-day supervision. On a day-to-day basis, appropriate courses of action will often be a matter of choice, influenced by prior exposure and through reference to well-defined procedures. The post holder may occasionally experience more unusual problems/issues, where there is no formal guidance or trouble shooting. In these cases the post holder is required to interpret past precedents and apply their judgement to determine an appropriate course of action or where resolution is not straightforward to refer to the Operations Assistant General Managers for guidance/advice.

The post holder is expected to provide a strong guest-orientated service. Therefore, it is vital for the post holder to keep up to date with internal changes, programme activities and events so that guests always receive accurate information. The post holder is expected to answer queries from customers and to solve problems that arise whilst providing a quality and professional service. Errors in judgement or failure to carry out a particular task could place the personal safety of those operating within SSP at risk, equipment being damaged and/or the reputation of SSP being affected.

As part of a team, the post holder is responsible for maintaining a safe environment within the Sports Park by complying with the necessary Health and Safety requirements and ensuring that users are aware of the guidelines in place. The post holder will also be responsible for providing poolside supervision and performing water-based rescues. Errors in judgement or failure to carry out a particular task could result in damaged equipment or risking the personal safety of those using the facilities within the Sports Park. The post holder is expected to operate the Electronic Point of Sale (EPOS) system to process all payments, including credit/debit cards and cash and will take responsibility for the cash under their control. Under the guidance of the Operations Assistant General Manager, they will also take responsibility for opening and closing the Sports Park's facilities

When deputising for the Operations Assistant General Manager, the post holder will act as an escalation point for the team, where questions or issues arise, which fall outside of the remit of their role. Resolution

for these issues will usually be found through referring to their own previous experience of similar problems or through referring to departmental policies and procedures.

The post does not hold any budgetary responsibility.

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 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.

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		
Qualifications and Professional Memberships	Essential/ Desirable	
First Aid Certificate	E	
GCSE level (numeracy and literacy) or equivalent vocational qualifications	E	
National Pool Lifeguard Qualification or equivalent	E	
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).	Essential/ Desirable	Level 1- 3
Ability to deal with customers and their queries and concerns with tact and diplomacy.	E	2
Experience of working as part of a team.	E	2
Ability to deliver high quality service, with minimum supervision	E	2
Experience of wet and dry facility.	E	2
Understanding of health and safety requirements, with particular reference to the leisure industry.	E	2
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 Services Clearance	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		1
Planning and organising		2
Teamwork		2
Continuous improvement		1
Problem solving and decision-making skills		1
Leadership/management		1
Creative and analytical thinking		1
Influencing, persuasion and negotiation skills		n/a
Strategic thinking		n/a

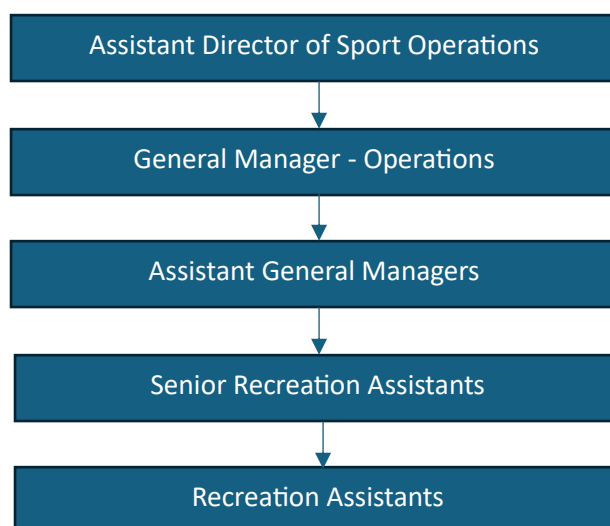
Organisational Information

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

1. Monitor the use of equipment and activities; ensure the safety of users, staff and equipment, through the adherence of strict health and safety procedures.
2. Maintain the cleanliness of facilities and equipment.
3. Set up, maintain and dismantle equipment according to the schedule of activities.
4. Deal with guest enquiries and, on occasion, with emergencies requiring first aid.
5. Assist in the organisation of sporting or leisure events and assist guests with use of the facilities and activities and encourage maximum use of the Centre.
6. Ensure the security and general cleanliness of the centre and deputise for certain aspects of the Operations Assistant General Manager role as required.
7. Along with other Recreation Assistants, act as the main First Aiders for SSP.
8. Provide poolside supervision, undertake safety equipment checks and provide water-based rescues as required and provide leadership/guidance to the Recreation Assistant team.

N.B. The above list is not exhaustive.