

Post Details	Last Updated: 23/10/2025	
Job Title:	Operations Manager	
Job Family & Job Level	Professional Services	Level 3
Reports to:	Facilities Manager	
Responsible for:	Senior Duty Managers, Duty Managers, Recreational Assistants	
<u>Job Purpose Statement</u> Provides leadership and accountability for all daily operational functions at Surrey Sports Park, ensuring seamless service delivery, exceptional customer experience, and compliance with health and safety standards. The post-holder will lead and develop the operations team, driving a culture of excellence, continuous improvement, and professional growth. They will oversee resource planning and operational systems to maintain resilience and efficiency across all facilities and services. This role is pivotal in optimizing operational performance, achieving KPIs, and delivering against financial targets while supporting major programmes and events. The Operations Manager will act as a key influencer in shaping operational strategy, embedding best practice, and ensuring alignment with Surrey Sports Park’s long-term objectives.		
<u>Problem Solving, Accountability and Dimensions of the role</u> The Operations Manager plays a pivotal role in ensuring seamless integration of operational delivery and compliance governance, working closely with the Projects & Compliance Manager under the leadership of the Facilities Manager. Operating with minimal supervision, the post holder manages their workload effectively, prioritises operational needs, and meets deadlines while supporting the organisation’s strategic goals. This role is central to driving operational excellence and continuous improvement. It involves full responsibility for the day-to-day management of the operations team, including recruitment, training, performance management, and staff development. The Operations Manager ensures that agreed processes and policies set by the Facilities Manager are consistently followed and that front-line teams deliver exceptional service. They may also be required to provide building cover shifts when necessary. As the first point of escalation for operational issues, the Operations Manager applies technical knowledge and sound judgment to resolve problems, referring only complex or strategic matters to senior management. They lead on customer service standards, operational strategy, and initiatives that enhance systems, processes, and overall service quality. Strong organisational skills are essential to balance competing demands, maintain compliance with health and safety requirements, and uphold high standards across all areas.		

The role carries significant accountability for operational performance, compliance adherence, and customer satisfaction. It includes monthly reporting on KPIs and budgets, deputising for the Facilities Manager when required, and maintaining safe systems of work. The post holder manages a large front-line team, oversees appraisals, and ensures staff qualifications remain current.

Collaboration is a key aspect of the role. The Operations Manager works closely with Client Services, Events, Facilities, and Sport & Fitness Programmes to deliver a seamless customer experience. As a senior leader within the operational structure, they contribute to the strategic direction of Surrey Sports Park, support departmental initiatives, and foster a culture of professionalism, inclusivity, and service excellence. This position is integral to maintaining the Park's reputation as a self-sustaining, customer-focused business.

Background Information/Relationships

Surrey Sports Park is a leading sport and wellbeing facility, dedicated to delivering outstanding experiences to University of Surrey students, staff, and the wider community. The Park plays a central role in promoting health, fitness, and community engagement through a diverse range of programmes, events, and services.

Should significant changes to the job purpose become necessary, the post-holder will be consulted and the changes reflected in a revised job purpose.

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
<p>GCSE level (numeracy and literacy) or equivalent vocational qualifications</p> <p style="text-align: center;">OR</p> <p>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.</p>	E

National Pool Lifeguard Qualification or equivalent		D
First Aid Certificate		D
ISRM National Pool Plant Operators Certificate		D
Trainer / Assessor Qualification		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
Ability to deal with customers and their queries and concerns with tact and diplomacy.	E	2
Previous supervisory experience and ability to handle staff effectively to achieve results	E	3
Ability to delivery high quality service, with minimum supervision	E	3
Understanding of health and safety requirements, with particular reference to the leisure industry.	E	3
Previous experience of working within a swimming pool environment.	E	3
Knowledge of integrated management systems	E	3
Experience of computerised leisure management systems	E	2
Experience of working in a multi-sport / activity environment	E	2
Special Requirements:	Essential/ Desirable	Level 1-3
To work during unsocial hours, including early mornings, late evenings and at weekends.	E	NA
Disclosure and Barring Service Clearance	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		3
Adaptability / Flexibility		3
Customer/Client service and support		2
Planning and Organising		3
Continuous Improvement		2
Problem Solving and Decision Making Skills		2
Managing & Developing Performance		2
Creative and Analytical Thinking		2
Influencing, Persuasion and Negotiation Skills		2
Strategic Thinking & Leadership		2
Technical Competency		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. Manage front-line teams including Senior Duty Managers, Duty Managers, Recreational Assistants
2. Oversee daily operations supporting bookings, programmes, and events and working collaboratively with other departments.
3. Ensure staff compliance with operational procedures and safety protocols.
4. Monitor facility standards and customer satisfaction.
5. Collaborate with projects & Compliance Manager, and Facilities Manager on maintenance and safety issues.
6. Lead on recruitment, training, and rota management with a key focus on development and succession planning.
7. Contribute to budget management and performance reporting

N.B. The above list is not exhaustive.