

Post Details		Last Updated: 25/03/26	
Job Title:	Physiotherapist		
Job Family & Job Level	Professional Services		
Responsible to:	Medical Lead		
Responsible for:	N/a		
<u>Job Purpose Statement</u>			
<p>The post holder will be responsible for delivering outstanding medical care and leading edge thinking across both our Team Surrey Performance Sports and Dual Career Athletes, and The Treatment Room (TTR) Clients. They will ensure we provide a safe, objective and evidence-based approach to all clientele in our care. The post holder will ensure all aspects of clinical management of clientele is monitored, including prehab, rehab, fitness assessments and treatments.</p> <p>The post holder will maintain accurate and detailed medical records ensuring confidentiality of clients medical information. Ensure Team Surrey and TTR always comply with GDPR regulations. They will also be expected to work collaboratively with the wider MDT (Physiotherapists, S&C coaches, sport coaches, nutritionist etc) and attend CPD opportunities.</p> <p>The post holder will deliver 20 hours of Team Surrey clinic and 20 hours of TTR clinics.</p>			
<u>Problem Solving, Accountability and Dimensions of the role</u>			
<p>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. The post holder will be required to work closely with the Medical Lead to deliver a high-quality service to The Treatment Room clients.</p> <p>Operating with a high degree of autonomy and excellence, the post holder is expected to ensure TTR and Team Surrey services are being delivered to a high standard, ensuring that it not only provides exceptional care to existing clients, but that there is a clear plan for continued acquisition of new clients and revenue streams. The post holder is expected to provide advice and solutions to day-to-day problems within the specialist areas in which they are familiar. Resolution for these issues will usually be found through referring to their previous experience of similar problems, or through referring to departmental policies and procedures. When faced with more complex issues, the post holder is required to identify the nature of the problem through analysis and to apply their judgement and initiative to find an appropriate solution. 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 Medical Lead when this is perceived to be the most appropriate course of action. The post holder is expected to use their customer service skills to deal with complaints effectively and professionally, including when of a sensitive nature.</p> <p>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 Treatment Room and Team Surrey Medical Team.</p> <p>The post holder is expected to provide regular feedback and reports on their progress against tasks and objectives, and take a pro-active approach, bringing new ideas and opportunities to the table regarding CPD, to ensure delivery of evidence-based industry leading care.</p>			

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.

Qualifications and Professional Memberships		Essential/ Desirable
GCSE level (numeracy and literacy) or equivalent vocational qualifications, plus basic relevant work experience Or 2 years' experience Postgraduate		E
Bachelors in Physiotherapy or Sports Therapy		E
First Aid Certificate		D
Membership of a recognised professional body - HCPC & CSP /BASRaT		E
Masters in relevant field		D
Medical malpractice and public liability insurance		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
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
Good IT skills with the ability to learn new systems	D	n/a
On going maintenance of CPD as outlined by your regulatory body	E	3
Special Requirements:	Essential/ Desirable	Level 1-3
To work during unsocial hours, including early mornings, late evenings and at weekends.	E	n/a
Criminal Records Bureau Clearance	E	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		3
Adaptability / Flexibility		2
Customer/Client service and support		2
Planning and Organising		3
Teamwork		3
Continuous Improvement		3
Problem Solving and Decision Making Skills		3
Creative and Analytical 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 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. Ensure all aspect of medical care are monitored, including prehab, rehab, fitness assessments and treatment, with appropriate documentation.
2. Deliver 20 hours of treatment to TTR clients.
3. Deliver 20 hours of Team Surrey injury clinic to Dual Career Athletes and Performance Sports (Basketball, Squash, Swimming, Rowing, Cricket or others as directed)
4. Assess, analyse and provide a clinical diagnosis for injured players to determine their need for physiotherapy intervention.
5. Ensure clients receive exceptional care, addressing concerns, feedback and complaints appropriately and professionally.
6. Ensure all work is compliant with all relevant health and safety and GDPR regulations, as well as industry standards and trends.
7. Demonstrate continuous professional development of clinical knowledge and skills to ensure delivery of evidence-based, industry leading care.
8. Communicate with Medical Lead, S&C Coaches, Sport Coaches and other MDT members across Team Surrey with regards to injury and fitness status of athletes.

N.B. The above list is not exhaustive.