

Post Details		Last Updated: 01/08/2026	
Job Title:	Operational Services Executive		
Job Family & Job Level	Facilities & Operations	Level 3A	
Responsible to:	Operational Services Manager		
Responsible for:	Operational Services, Front of House		
<u>Job Purpose Statement</u>			
Operating as part of the Operational Services team, the Operational Services Executive is responsible for providing day-to-day operational and front of house support at Surrey Sports Park. The role supports the delivery of an excellent guest experience across reception, enquiries, bookings, admissions, memberships and payments, ensuring that customers, students, staff and visitors receive a professional, welcoming and efficient service. Reporting directly to the Operational Services Manager, the post holder will help maintain high standards of customer service, operational presentation, administrative accuracy and compliance with Surrey Sports Park policies and procedures. The role will support the smooth running of daily operations, programmes and events, acting as a visible front of house presence and supporting colleagues to deliver consistent service standards. The post holder will champion Surrey Sports Park’s values and service ethos, taking ownership of guest queries and routine operational issues, escalating matters appropriately where required and contributing to a safe, clean and positive environment for customers and colleagues.			
<u>Problem solving, accountability and dimensions of the role</u>			
The post holder is expected to work with day-to-day direction from the Operational Services Manager, while using initiative and sound judgement to deliver high-quality front of house and operational support within a busy multi-service environment. The role involves handling a varied range of customer enquiries, bookings, membership transactions, admissions, payments and administrative tasks, while maintaining service standards during peak periods. The Operational Services Executive will be required to follow established policies and procedures, prioritise competing demands, resolve routine customer issues and refer complex matters to the Operational Services Manager, Duty Manager or other appropriate manager. The post holder is accountable for the accuracy and professionalism of their own work, including customer records, bookings, cash handling, daily reconciliation support, data protection compliance and the presentation of front of house areas. The role will also support the coordination of operational colleagues and casual staff on shift, helping ensure tasks are completed safely, efficiently and to agreed standards.			
<u>Background Information/relationships</u>			
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 Surrey Sports Park (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 team is passionate and high performing, and the business model requires us to deliver a self-sustaining, well-managed and customer-service-focused business. Our values of integrity, accountability, trustworthiness and openness are at the core of how we interact with our users and operate our business. Our philosophy is to empower our teams to exceed customer expectations by: • Leading by example			

- Being consistent and fair
- Striving for continuous improvement
- Encouraging open communication and honesty
- Being accountable to and for our staff
- Recognising and celebrating success

Within this context, the Operational Services Executive plays an important role as a front of house point of contact for visitors, students, staff and external partners. The post holder will develop effective working relationships with:

- Operational Services Manager, Operations Manager, Duty Manager(s), Senior Duty Manager(s) and Head of Facilities & Operations.
- Operational Services colleagues, casual staff and other front of house teams.
- Memberships team, Gym and Fitness team, Housekeeping, Maintenance, Team Surrey, Swim Academy and Events staff.
- University departments, external clubs, schools, community groups and commercial clients.

This job purpose reflects the core activities of the post. As Surrey Sports Park 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. If significant changes to the job purpose become necessary, the post holder will be consulted, and the changes reflected in a revised job purpose.

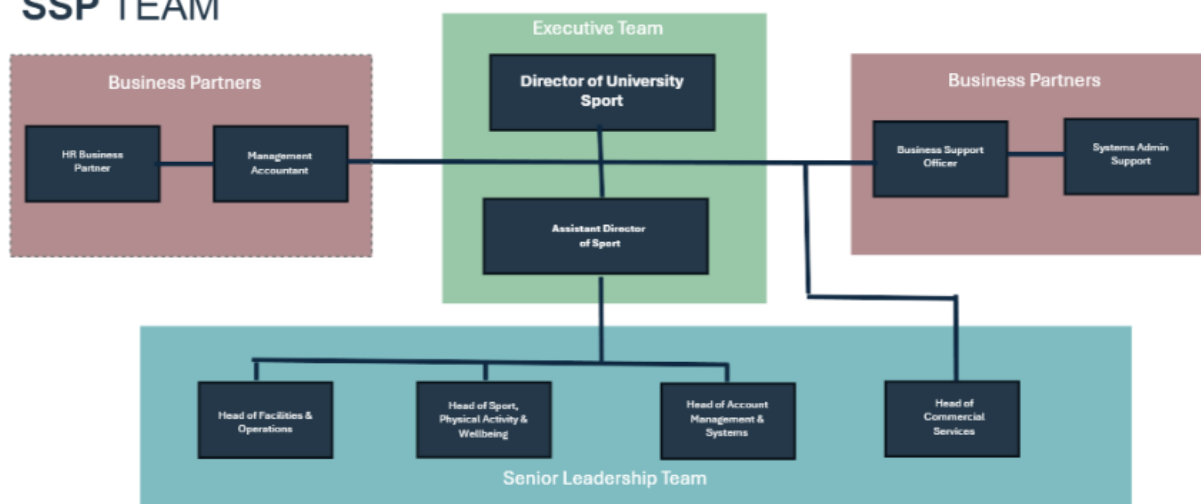
Person Specification This section describes the knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships		Essential/ Desirable
Educated to GCSE level (numeracy and literacy) or equivalent vocational qualifications.		E
Further education or professional qualification in leisure management, sport, business, hospitality or related field.		D
First Aid Certificate (or willingness to obtain).		E
Evidence of ongoing professional development relevant to customer service and/or leisure operations.		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).	Essential/ Desirable	Level 1-3
Significant experience of working in a customer-facing role, ideally within a leisure, sport, hospitality or similar environment.	E	2
Proven experience of supervising or managing a front line team, including staff rota management and performance oversight.	E	2
Ability to deliver a high-quality, guest-orientated service with minimum supervision.	E	2
Experience of working in a leisure facility or comparable multi-service venue (desirable).	D	2
Strong understanding of health and safety requirements in a public-facing environment, with the ability to apply local codes of safe working practices.	E	2
Experience of cash handling, daily reconciliation and the use of point-of-sale systems.	E	2

Competent in the use of reception, bookings and membership systems, and in maintaining accurate records and reports.	E	2
Ability to deal with customers and their queries and concerns with tact and diplomacy, including handling complaints and feedback.	E	2
Special Requirements:	Essential/ Desirable	Level 1-3
Ability to work during unsocial hours, including early mornings, late evenings, weekends and bank holidays, in line with operational needs.	E	2
Disclosure and Barring Service (DBS) Clearance, where required for the role.	E	n/a
Core Competencies & Behaviours 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
Excellent communication skills, with the ability to engage confidently with a wide range of customers and colleagues.		2
Strong planning and organising skills, with the ability to prioritise competing demands in a busy environment.		2
Teamwork and leadership skills, with the ability to motivate, support and develop staff.		2
Adaptability/flexibility, with a proactive approach to continuous improvement.		2
Problem-solving and decision-making skills, with sound judgement.		2
Customer/client service and support, demonstrating a commitment to exceeding expectations.		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.		

Organisational Chart

SSP TEAM



Key Responsibilities

This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities and should be read in conjunction with the accompanying Job Purpose.

1. Provide day-to-day front of house and operational support to ensure customers, students, staff and visitors receive a professional, welcoming and efficient service across Surrey Sports Park.
2. Process reception transactions accurately including membership sales and enquiries, bookings, admissions, payments, access control and customer records in accordance with Surrey Sports Park policies and procedures.
3. Act as a visible operational point of contact on shift supporting colleagues and casual staff with routine queries, task allocation and service standards, escalating issues to the Operational Services Manager or Duty Manager as required.
4. Maintain high standards of customer service by responding to enquiries, resolving routine issues, supporting complaint handling and promoting Surrey Sports Park's values and service ethos.
5. Support the presentation and readiness of Operational Services areas ensuring front of house spaces are safe, clean, welcoming and well presented, and reporting maintenance, housekeeping, signage or safety issues promptly.
6. Complete financial and administrative processes accurately including cash handling, payment processing, daily reconciliation support, bookings administration, membership records and data protection compliance.
7. Work closely with other departments and partners including Memberships, Gym, Maintenance, Housekeeping, Team Surrey, Swim Academy, Events and University colleagues to support the smooth delivery of operations, programmes and events.
8. Support health, safety and risk management by following relevant procedures, completing required training, promoting safe working practices and undertaking any other duties appropriate to the level of the post as reasonably requested.

N.B. The above list is not exhaustive.