

Post Details		Last Updated: August 2026	
Job Title:	Active Facilities Manager		
Job Family & Job Level	Facilities & Operations	Level 3B	
Responsible to:	Head of Facilities & Operations		
Responsible for:	Gym Supervisor, Fitness Consultants, Personal Trainers, Climbing Centre Manager		
<u>Job Purpose Statement</u>			
As the Active Facilities Manager within the Facilities & Operations Team, the post holder is responsible for the delivery of high-quality gym and climbing activities and services to members and guests at Surrey Sports Park (SSP). They will help improve the health, fitness and wellbeing of all users by managing a team of fitness and climbing professionals to deliver safe, engaging and effective gym and climbing programmes, as well as ensuring high delivery standards across these facilities.			
Key elements of the role include:			
<u>Staff Responsibilities:</u> Lead and manage the gym and climbing teams by developing and executing plans that support Surrey Sports Park's strategy. Motivate the teams to deliver an excellent customer experience across gym operations (induction, programmes, general gym floor service) and climbing activities (wall operations, routes, courses and supervision).			
<u>Customer Experience and Journey:</u> Take responsibility for the member journey and retention for gym and climbing users by setting clear standards of service and behaviour. Ensure that inductions, programmes, routes and supervised sessions are welcoming, inclusive and aligned with SSP's brand and values.			
<u>Growth of Health and Wellbeing Services:</u> Support the development of group exercise by providing operational insight from gym usage and climbing participation, and by collaborating with the Health & Fitness and Sport Development teams on new initiatives and improvements. Support the growth of Health and Wellbeing Services: treatment rooms, personal training services.			
<u>Stakeholder Management:</u> Develop strong internal and external relationships to increase participation in gym and climbing activities and to enhance SSP's health and fitness offer.			
<u>Problem solving, accountability and dimensions of the role</u>			
The post holder is expected to work with minimum daily supervision but with clear guidance from the Head of Facilities & Operations to deliver a high-quality operation and service within the gym and climbing facilities.			
The post holder is expected to apply their technical and working knowledge of fitness, climbing and leisure operations in order to provide a seamless customer journey, including inductions, advice, training and assistance to staff and visitors. They will be required to:			
- Provide advice and solutions to routine day-to-day problems within their specialist areas. When faced with issues, the post holder is required to identify the nature of the problem through analysis and apply their judgement and initiative to find an appropriate resolution. - Recognise when issues are more complex or fall outside the scope of their expertise and seek guidance from their line manager or relevant specialists (e.g. Health & Safety, Estates) as appropriate. - Develop an understanding of the strategy and priorities of Surrey Sports Park in order to make informed decisions on programming, facility usage and resourcing that support departmental objectives. - In collaboration with colleagues across SSP, the post holder will monitor programme and facility effectiveness, make necessary adjustments based on feedback from users, and implement improvements to meet the needs of gym and climbing users. The post holder must have confident communication skills and is responsible for ensuring that staff create and foster a welcoming and supportive environment for all clients, and that excellent service is delivered to SSP users. They should help address and answer customer inquiries and complaints promptly and professionally and provide feedback to improve services.			

- The post holder will normally hold supervisory responsibility for gym and climbing staff and may hold delegated responsibility for specific budgets related to gym and climbing operations, in line with SSP financial procedures.

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 Surrey Sports Park 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.

The post holder will work closely with all Surrey Sports Park staff and both internal and external guests. Key relationships include:

- Sport & Fitness Programme Manager and Group Exercise Manager
- Climbing Duty Supervisor and Climbing Instructors/Officers
- Senior Fitness Instructors (Gym), Fitness Instructors and Personal Trainers
- Sport Development Officer and other programme leads
- Operations team – Operations Manager, Duty Managers and P&C Manager
- Housekeeping, Maintenance and Front of House teams
- University departments, external clubs, schools and community partners

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.

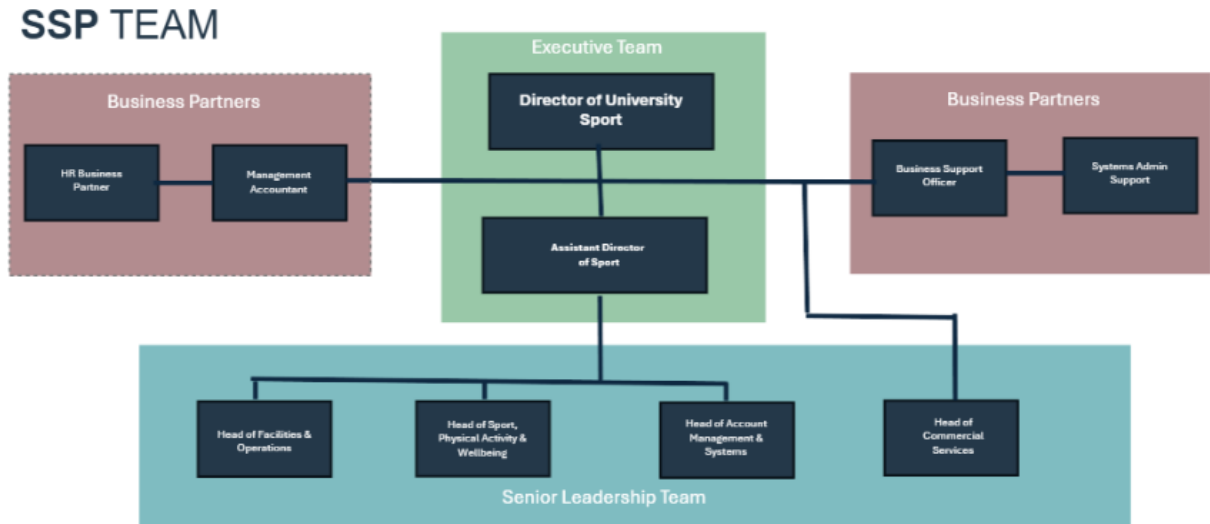
Person Specification This section describes the knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships		Essential/ Desirable
GCSE level (numeracy and literacy) or equivalent vocational qualifications, plus basic relevant work experience, or a number of years' experience within a similar role.		E
Recognised fitness qualification at Level 2 or Level 3 (e.g. Register of Exercise Professionals / CIMSPA) or equivalent.		E
First Aid Certificate (or willingness to obtain).		E
Recognised climbing qualification or evidence of relevant training and experience in climbing wall 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
Experience of working in a gym/fitness environment.	E	3
Experience of working in a climbing or adventure sports environment, or demonstrable understanding of climbing operations.	D	2
Experience of working independently and without close supervision.	E	3
Experience of working within a customer-focused environment.	E	3
Experience of managing the activities of self and/or others, including staff supervision or leadership.	E	3

Understanding of health and safety requirements, with particular reference to the leisure industry and climbing wall operations.	E	3
Previous experience of working within a large, multi-user gym or multi-activity facility.	D	2
Good IT skills with the ability to learn and use new systems.	D	2
Special Requirements:	Essential/ Desirable	Level 1- 3
Ability to work during unsocial hours, including early mornings, late evenings and at weekends, in line with operational requirements.	E	3
Criminal Records Bureau / Disclosure and Barring Service clearance, where required.	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
Communication – clear, confident and professional communication with staff and customers.		3
Adaptability / Flexibility – ability to work in a changing environment and respond positively to new initiatives.		3
Customer/Client service and support – strong commitment to delivering excellent service and supporting member retention.		3
Planning and organising – ability to manage time, resources and staff to meet operational demands.		3
Teamwork – ability to work collaboratively across departments and lead teams effectively.		3
Continuous improvement – willingness to seek and implement improvements to operations and customer experience.		3
Problem-solving and decision-making skills – ability to analyse issues and make sound decisions.		3
Leadership / management – ability to motivate, develop and support staff.		3
Creative and analytical thinking – capacity to interpret data and feedback to improve gym and climbing usage and support group exercise development.		3
Influencing, persuasion and negotiation skills – ability to work with stakeholders to secure support for initiatives.		
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.

Senior Leadership Organisational Chart



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. Lead and manage gym and climbing operations, ensuring that staffing, programming, route setting, inductions and general floor supervision deliver a safe, effective and welcoming environment for all users.
2. Set and uphold standards for the member journey and retention across gym and climbing facilities, including the quality of inductions, programmes, customer interactions and ongoing support, in collaboration with the Health & Fitness team.
3. Ensure completion of all health and safety checks within the gym and climbing facilities, following relevant guidance for reporting faults, and ensuring damaged equipment or wall features are removed, mended or replaced promptly.
4. Act as the first point of escalation for enquiries, feedback and concerns within gym and climbing areas, resolving issues professionally and using insights to inform service improvements.
5. Support the development of group exercise, providing operational input based on gym and climbing usage patterns, encouraging cross promotion of activities, and working with the Sport & Fitness Programme Manager and programme leads on new initiatives, without having direct management responsibility for the group exercise programme.
6. Liaise with local and national partners across the sport, fitness and climbing landscapes to ensure SSP's gym and climbing offer is in line with latest trends and good practice, and to identify new opportunities for participation and revenue growth.
7. Contribute to the management of expenditure budgets for gym and climbing cost centres, ensuring that resources are used efficiently and in line with SSP financial procedures.
8. Undertake any other duties, not specified above, that are appropriate to the level and responsibilities of the post, as may be requested by the Head of Facilities and Operations or senior management.

N.B. The above list is not exhaustive.