

Post Details	Last Updated 06/05/19	
Job Title:	Front of House Advisor (Gym)	
Department and Salary	Surrey Sports Park	Level 2
Responsible to:	Front of House Manager	
Responsible for:	n/a	

Job Purpose Statement

To provide a full and comprehensive reception service for users of the Surrey Sports Park Fitness Suite. The post holder is the first point of contact for visitors in the Fitness Suite, ensuring they are received in a welcoming and efficient manner and are provided with the required information and direction. The post holder will contribute to providing a positive visitor experience and professional image of the park.

The post holder actively contributes to the revenue generated within the SSP through the retention of current members.

Problem Solving, Accountability and Dimensions of the role

Working within a diverse team, the post holder will be required to support and co-operate with colleagues from all departments, across the business, to work towards meeting the objectives of the organisation, as well as the aims of front of house.

Operating with minimum day to day supervision, the post holder will be the first point of contact for all visitors of the Fitness Suite and will subsequently be required to deal with a vast range of enquiries via email, telephone and face to face. Due to the wide variety of services offered within the Fitness Suite, the post holder will need to interact with many different clients, and tailor the service they deliver to each individual. As a result, this role will have a direct impact on the external perceptions of the SSP.

The post holder will need to apply a high level of knowledge of the building and staff roles to be able to effectively direct guest enquiries to the relevant people. 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 Front of House Manager when this is perceived to be the most appropriate course of action. Alternatively, they may be required to refer to well defined policies and procedures.

As the welcoming face of SSP Fitness Suite, the gym-based Front of House Advisors are expected to be well presented at all times, appearing professional and approachable to all guests. The post holder should aim to deliver a high standard of customer service to each guest they interact with and communicate any suggestions for improvements to their line manager. The post holder will need to recognise the impact that they have on guests and therefore, it is vital that they raise issues and areas of concern to ensure the appropriate action is taken.

The fast-paced nature of the business means that the post holder may be required to prioritise a list of tasks on a day to day basis and remain organised throughout; they will set their own short-term priorities and ensure any work left incomplete, is communicated to their line manager or passed on to a colleague within the team. 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 Front of House team.

It is vital for the post holder to keep up to date with internal changes and events so that they can communicate the most up to date information to guests. Front of House Advisors are essential to supporting colleagues from the Sport & Fitness Delivery team in achieving their objectives and so good knowledge of all services offered is key to delivering optimal customer service.

The post holder is expected to operate the Electronic Point of Sale (EPOS) system to process all payments via credit/debit cards. The post holder does not have any supervisory or 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 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 some relevant work experience Or A number of years experience within a similar role	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).	Essential/ Desirable	Level 1-3
Familiarity with Microsoft Office, Email, the Internet, CRM systems and databases	E	2
Accuracy and attention to detail	E	2
Experience of handling sensitive personal data	E	2
Experience of working within a customer focused environment	E	2
Experience of taking card payments and operating an EPOS system	D	-
Knowledge of operating a computerised diary system	D	-
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	2	
Adaptability / Flexibility	1	
Customer/Client service and support	2	
Planning and Organising	1	
Teamwork	1	
Continuous Improvement	1	
Problem Solving and Decision Making Skills	2	
Leadership / Management	n/a	
Creative and Analytical Thinking	n/a	
Influencing, Persuasion and Negotiation Skills	n/a	
Strategic Thinking	n/a	

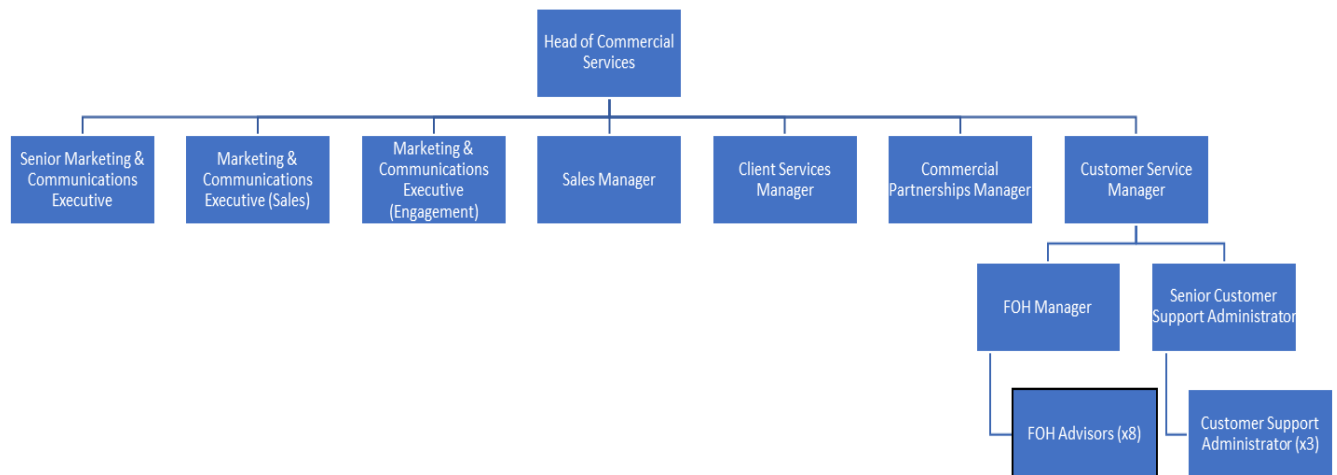
Organisational Information

All staff are expected to:

Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with 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 Surrey Sports Park's 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)

1. Answer the telephone, take messages and refer callers (internal and external) as appropriate. Also, direct visitors to relevant locations within SSP.
2. Maintain a tidy and presentable reception area, with up-to-date and relevant information to hand
3. Keep up-to-date with events within SSP to be able to direct and inform all visitors appropriately
4. Carry out procedures using the leisure management system directly related to guest enquiries (bookings, information and defined cancellation procedures).
5. Operate the Electronic Point of Sale (EPOS) system to process all payments, including credit/debit cards.
6. Work closely with the Front of House Manager and Duty Managers to respond to guest needs.

N.B. The above list is not exhaustive.

