

Post Details		Last Updated: 02/05/19	
<b>Job Title:</b>	Studio Coordinator		
<b>Job Family &amp; Job Level</b>	Surrey Sports Park	Level 2	
<b>Responsible to:</b>	Fitness Manager		
<b>Responsible for:</b>	n/a		
<b><u>Job Purpose Statement</u></b>			
The post holder will deliver of high-quality group fitness programme.			
<b><u>Problem Solving, Accountability and Dimensions of the role</u></b>			
The post holder will be required to work closely with the Fitness manager and Member Experience Manager to deliver a high-quality Group Fitness and Wellbeing studio programme.			
Operating with minimum day to day supervision, the post holder is expected to ensure the safe and effectively delivery of the Group Fitness programme. Ensuring that it not only provides an excellent experience for members but maximises on commercial revenues for non-members of SSP.			
The post holder will need to apply a good level of knowledge of the studio offerings and health and wellbeing programmes to be able to effectively answer guest and group fitness instructor enquiries. 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 Fitness manager when this is perceived to be the most appropriate course of action.			
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. 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 Health, Fitness & Wellbeing team.			
The post holder must have a confident communication style and be able to act with sensitivity and diplomacy, as they will communicate daily with Group Fitness Instructors (GFI's) who will have responsibility for providing clients with a fitness service. As the Health, Fitness & Wellbeing Assistant, the post holder will help ensure that GFI's are maintaining a safe environment within the Fitness Centre and Studio by complying with the necessary Health and Safety requirements and ensure that users are aware of the guidelines in place.			
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 and group fitness instructors. The Studio Coordinator is essential to supporting the Member Experience Manager in delivering an outstanding member experience through the Group Fitness programme.			
This post holds no budgetary or direct supervisory responsibility.			
<b><u>Background Information/Relationships</u></b>			
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 of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

<b>Qualifications and Professional Memberships</b>		<b>Essential/ Desirable</b>
GCSE level (numeracy and literacy) or equivalent, plus basic relevant work experience OR Relevant work experience		E
Exercise to Music qualification		D
<b>Technical Competencies (Experience and Knowledge)</b> 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).	<b>Essential/ Desirable</b>	<b>Level 1-3</b>
Familiarity with Microsoft Office, email, the internet and databases	E	1
Proven customer service skills	E	2
Ability to work independently in relation to routine activities	E	2
Accuracy and attention to detail	E	1
Experience of working within a customer focused environment	E	2
Experience of handling sensitive personal data	E	1
Experience of exercise referral and related health and wellbeing initiatives	E	2
<b>Special Requirements:</b>	<b>Essential/ Desirable</b>	<b>Level 1-3</b>
To work during unsocial hours, including early mornings, late evenings and at weekends.	E	n/a
<b>Core Competencies</b> 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.		<b>Level 1-3</b>
Communication		1
Adaptability / Flexibility		2

Customer/Client service and support	2
Planning and Organising	1
Continuous Improvement	1
Problem Solving and Decision-Making Skills	2
Leadership / Management/Teamwork	1
Creative and Analytical Thinking	n/a
Influencing, Persuasion and Negotiation Skills	n/a
Strategic Thinking	n/a

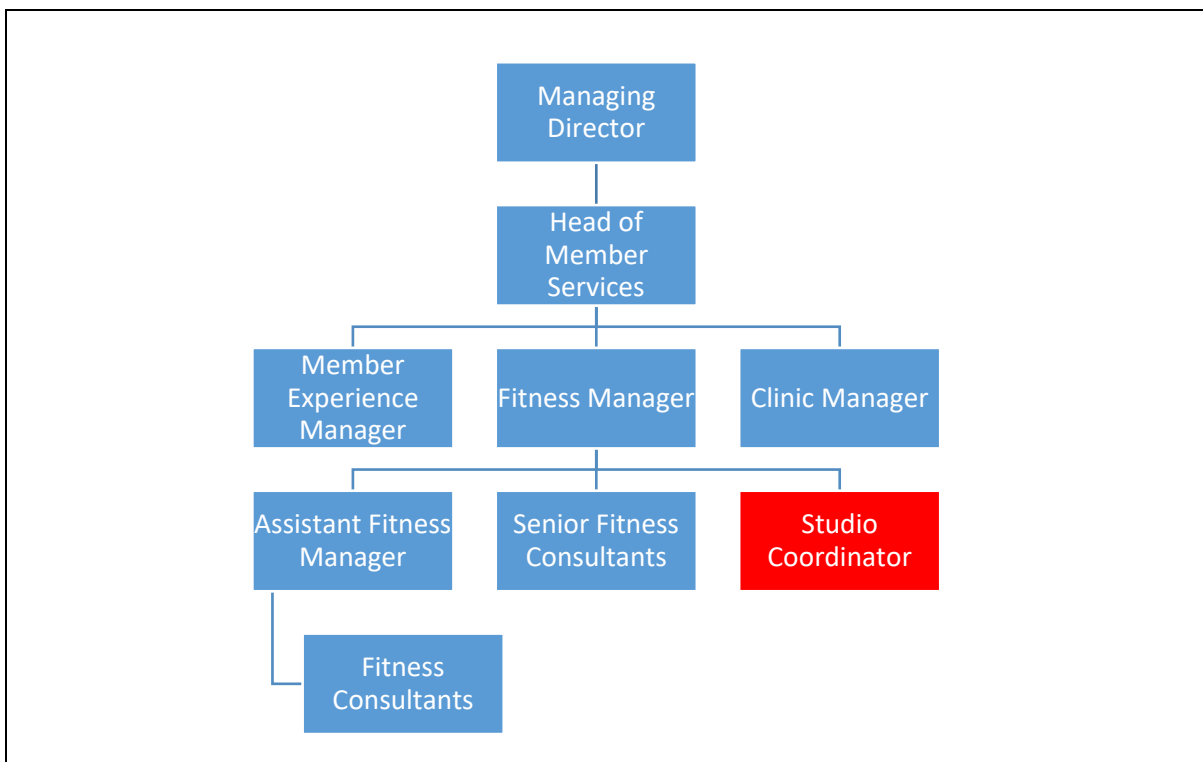
### Organisational Information

**All staff are expected to:**

Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with 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. Co-ordinate group exercise class & courses programme. Manage and employ associate group fitness staff, including monitoring and evaluating coaching staff performance. Provide regular weekly and monthly reports to the Fitness Manager
2. Ensure excellent customer care is provided to all participants of the Group Fitness programme.
3. Review the effectiveness of the Group Fitness programme ensuring that the programme support the retention of members and achieving commercially viable financial gains.

**N.B. The above list is not exhaustive.**