



JOB DESCRIPTION

Job Title:	Sports Operations Assistant Manager
Department / Unit:	Student Life - Active Lifestyle & Sport
Job type	Permanent, Full Time, Professional Services
Grade:	RHUL 5
Accountable to:	Sports Operations Manager
Accountable for:	Duty Officers, Sport Centre Assistants
Purpose of the Post	
<p>At Royal Holloway, Active Lifestyle and Sport is an essential element of the student experience and belonging. The Active Lifestyle & Sport team is responsible for encouraging participation in sport, health, and fitness activities across campus to enhance student, staff, and visitor wellbeing. It is not only about running facilities but also about the activities and programmes that are delivered to meet the needs of students, staff, and the Royal Holloway Community.</p> <p>The Assistant Sports Operations Manager role will be responsible for the day-to-day operations of our sports facilities, with accountability for supervising the Duty Officers team and the wider Sports Centre delivery team. This post will support the Sports Operations Manager in achieving operational targets and in delivering high customer service across all Royal Holloway Sport's facilities and services.</p> <p>The postholder would be expected to work to Royal Holloway University's values - Innovation, open, Daring, and Respectful.</p> <p>The Assistant Sports Operations Manager role is responsible for the key tasks outlined below.</p>	
Key Tasks	
<p>Customer</p> <ul style="list-style-type: none"> To ensure the efficient operation of the fitness and sports facilities emphasis on ensuring an excellent customer experience is delivered. To support the development of regular customer feedback and responding to any issues raised in line with department policies and resources. 	
<p>Operations</p> <ul style="list-style-type: none"> Coordinate the day-to-day bookings of sports facilities including the coordination of long-term bookings and the Students' Union. To ensure all services and bookings are delivered in line with standard operating 	

<p>procedures at all times.</p> <ul style="list-style-type: none"> • Support on the day-to-day management of fitness memberships, cancellations, upgrades and queries. • Support the day to day running of the sports facilities including Standard Operating Procedures, Risk Assessments and Rota management. • Work closely with all staff to ensure operational processes and practices are documented, communicated and implemented effectively. • Support the Sports Operations Manager achieving industry best practice standards ensuring relevant standards are maintained across teams. • To manage and be competent in our computerized systems, including our leisure management and fault reporting systems. • Take an active role in the health and safety of all staff and customers using sports and fitness facilities. • To act as a Fire Warden or First Aider when required.
<p>People</p> <ul style="list-style-type: none"> • To be responsible for day-to-day tasks and management of Duty Officer team; ensuring regular one-to-one take place to manage performance and assist in their personal development with the support of the Sports Operations Manager. • To supervise the Sports Centre Assistants and help recruit student staff. • Support the Sports Operations Manager in the development of training for the operational team.
<p>Finance</p> <ul style="list-style-type: none"> • To be responsible for the team completing and investigating end-of-day income reconciliation. • Contribute to monthly operation utilisation and sales reports. • To ensure role specific budgets are adhered in conjunction with the Sports Operations Manager. • Adhere to all policies, procedures, and systems of the University in relation to financial budgetary and operational control, paying particular attention to operational stock, payroll and adherence to statutory requirements and University regulations.
<p>Other Duties</p> <p>The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.</p> <p>The post holder will be expected to work operational shift patterns which will include early morning, evening, or weekend work to meet the needs of the business.</p> <p>The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.</p>
<p>Internal and external relationships</p>

The following list is not exhaustive, but the post holder will be required to liaise with:

- Colleagues within Active Lifestyle and Sport
- Health & Safety
- Maintenance
- Estates
- Students' Union
- Internal Communications

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Assistant Sports Operations Manager **Department:** Student Life - Active Lifestyle & Sport

	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
Good general standards of numeracy and literacy (GCSE level)	x		App/Interview
A willingness to work towards and maintain a first aid qualification, if not already qualified	x		App / Interview
Higher level study in management or a related area, especially in leisure management		x	App
Knowledge of higher education sport.		x	App
Skills and Abilities			
Be focused on high customer service standards	x		App/ Interview
Have excellent verbal, written and IT communication skills	x		App/ Interview
Experience			
Have experience in a supervisory role at a busy leisure centre working with indoor and outdoor facilities.		x	App/ Interview
Demonstrate exceptional time management and deadline compliance	x		Interview
Have a proven track record in cost control and driving income in all areas of the business	x		Interview
Experience of using a leisure management software system.	x		App/ Interview
Knowledge of Health and Safety legislation and experience applying good practice.	x		App/ Interview
Other requirements			
As and when required, a willingness to work outside of normal working hours and be on a rota as and when required across 7 days a week	x		Interview
A keen interest to pursue personal development	x		Interview
A commitment to equality, diversity, and inclusion	x		