



JOB DESCRIPTION

Job Title:	Sport Services Supervisor
Department:	Sport St Mary's
Reports To:	Assistant Head – Operations and Business
Grade:	Band F
Pay Spine:	Spinal Point 22
Salary:	£26,715 per annum
Hours:	36 hours per week, 52 weeks per year – allocated across early mornings, evenings and weekends
Term:	Permanent

Job Purpose:

You will deliver a first-class reception, customer and sport services within the sports facilities to students, staff and visitors and be the first point of contact within the St. Mary's Sport Centre reception.

You will be part of the Sport Operations Team, leading reception team and will work with the wider Sport St Mary's staff to deliver an outstanding service that makes St Mary's one of the UK's leading universities for sport.

It is essential you have strong operational experience, excellent customer service skills, have a proactive, 'can do' approach and continuously seek to identify any areas of improvement.

The Sports Centre is open from 6.30am to 10pm on weekdays and 8am to 8pm on weekends; shifts will be allocated to support the operation of the sports centre reception during these periods.

Main Duties and Responsibilities:

Reception Management

- Line-manage the Sports Centre reception team (which includes part-time receptionists and additional casual staff) and provide training and development opportunities.
- Oversee and deliver all reception operations and functions and coordinate the day to day work of all reception staff.
- Create an effective reception team rota to ensure that the service provision remains in place for the total hours of operation and ensure a thorough and proper handover between the staff.
- Receive student, staff and visitors to the Sports Centre, St Mary's Clinic and High Performance services and facilities and take walk-in bookings requested via online, phone, email or in person.

- Ensure that the reception team communicates and works effectively with the Operational Team to support the smooth delivery of all activities in the Sports facilities and services
- Undertake and oversee the controlled entry into the Sports Centre, issuing of membership cards, equipment and the maintenance of inventory records and stock control.
- Accurately enter and maintain the required data in to the leisure management system (XN and Cascade) when booking the sports facilities and undertake administration duties for the services and programmes.
- Be responsible for the day to day presentation of communal areas of Sports Centre, ensuring displayed information is up to date, relevant and accurate and that each area is safe, clean and in a condition to provide a high-level customer experience.
- Manage the development and continuously review of the Standard Operating Procedures for the reception team.

Sport services and operations

- Develop and support the delivery of all opportunities that increase St Mary's income from sports facilities and services and contribute to the department's business planning process.
- In conjunction with the Sports Development team, support and implement the administration duties for the SIMMSport and SIMMSactive programme.
- Produce accurate and detailed operational reports as required by the Assistant Head – Operations and Business.
- In conjunction with the Operational team, support and implement the administration duties for Fitness Suite memberships and Fitness Classes.
- Pro-actively maintain and monitor high standards of health and safety with regard to all facility users.
- To immediately report faults and maintenance issues within building, mechanical equipment to the Facilities Management Department and the Assistant Head – Operations and Business.

Customer Service

- Provide outstanding customer service to all visitors to all sports facilities
- Develop manage and implement a system of continuous customer feedback to enhance the facilities and services offered to improve the overall experience.
- Provide up to date information and advice to existing and potential customers regarding membership schemes, products and services and upselling services available

.The above list is not exclusive or exhaustive and the post holder will be required to undertake such other duties as may reasonably be expected. All members of staff are required to be co-operative and flexible in line with the needs of the University.

The job description outlines core activities. Staff are encouraged to develop a wide range of skills and opportunities will be provided to participate in other activities according to the needs of the service and particular individual skills.

PERSON SPECIFICATION

	Essential	Desirable
1 - 2 years relevant experience in effective management of a leisure reception / front of house operation / sports facility.	X	
Excellent interpersonal and communication skills.	X	
Proven customer service experience and people management skills	X	
Ability to work well in a team context and also unsupervised.	X	
Experience of cash handling and financial procedures and the ability to input into processes.	X	
Flexible approach to work and solution focussed	X	
Accuracy and attention to detail.	X	
Professional in appearance and manner.	X	
Good standard of IT, including Microsoft Office applications.	X	
Experience of working with a computerised leisure management system	X	
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An interest and passion for sport and / or health and fitness industry	X	
To work rota shift pattern, including early mornings, evenings and at weekends.	X	

University Policies and Procedures

All staff are expected to undertake their work in an inclusive, fair, safe and respectful manner, particular consideration should be given to the University values.

St Mary's University reserves the right to change and amend this job description/person specification in accordance with the changing requirements of the organisation.