

**THE UNIVERSITY OF MANCHESTER**  
**PARTICULARS OF APPOINTMENT**  
**PROFESSIONAL SUPPORT SERVICES**  
**DIRECTORATE FOR THE STUDENT EXPERIENCE**  
**RESIDENTIAL SERVICES DIVISION**

## **The University of Manchester**

### *Job Description*

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<b>Job Title:</b>	Sport Coordinator (Health and Fitness)
<b>Grade:</b>	5
<b>Reports to:</b>	Sport Facilities Officer
<b>Direct Reports:</b>	Senior Fitness Instructor
<b>Office:</b>	UoM Sport Division of Residential and Sport Services Directorate for the Student Experience

#### **Overall Purpose of the Job**

- To co-ordinate the efficient and effective provision and delivery of Health and Fitness services ensuring maximisation of the commercial opportunities for fitness memberships and fitness class programmes and offers.
- To be responsible for the efficient running of all fitness facilities through line management & supervision of the Fitness Team
- To maximise membership sales conversion, and is effectively manage the fitness team to ensure that targets are met,
- To support the implementation of an effective marketing and promotion plan with specific reference to health and fitness programmes and servicesTo support the Deputy Facilities Manager in the planning and implementation of the Health and Fitness strategy including target setting, monitoring and evaluation for all areas of Health and Fitness Operations

#### **Key Responsibilities, Accountabilities and Duties**

- To report to the Deputy Facilities Manager on all issues and matters relating to the effective day to day operation of Health and Fitness facilities and services.
- Liaise regularly with the Sport Compliance Officer on all issues relating to health and safety and building operations to ensure a safe and inviting environment for all members
- To line manage the health and fitness team , ensuring that duties and responsibilities are performed in line with agreed work programmes, ensuring all statrgic objectives and targets are met
- To lead on the training and implementation of excellent customer service within the health and fitness facilities , and monitor performance of operational staff against agreed standards and objectives.
- To supervise the operation of the Health and Fitness facilities to standards agreed with the Facilities Management Team, ensuring that equipment and facilities are maintained to the required standards for programmed activity, and continuously meet the Directorate's safety and hygiene standards, in line University Health and Safety policies.
- Work with Customer services coordinator to improve all sales processes to ensure membership sales and income opportunities are maximised.
- To continuously review membership sales and report regularly to the senior management team
- Responsible for monitoring and measuring membership recruitment and retention.
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- Proactively promote the Health and Fitness offer through social media and the delivery of fitness related events..
- To assist the Facilities Management Team in the monitoring and reviewing of objectives and to contribute towards the continuous development of service provision within Sport facilities.
- To set, monitor and update staff operational rotas to ensure the efficient and effective cover for business needs, including cover for staff absence or in response to increased or decreased usage levels.
- To represent the Facilities Management Team as required and during any such periods of absence from site, ensure that all relevant and important operational matters are resolved or referred as required.
- To proactively solicit feedback on facilities and services, via the agreed and appropriate methods, and suggest areas for improvement.
- To assist with staff training, learning and development (L&D) arrangements and delivery, as agreed with the Deputy Facilities Manager.
- To administer basic first-aid within all sports facilities, in the event of injuries to individuals which require such attention.
- To ensure that all sport facilities and delivery within them, adhere to the required legal obligations of the University Safeguarding Policies
- To ensure that confidentiality of information is maintained in line with data protection requirements and University Policy.

- To comply with University Health and Safety requirements.
- To work within a designated shift rota, to include evening and weekend work, when required.
- To undertake such other duties (for the office or more widely in support of enhancing the student experience) as directed by Facilities Management Team commensurate with the level of responsibility for the role.

## **Person Specification**

### **Experience, Skills and Competencies**

- To be qualified to minimum NVQ level 2 in a facility management related discipline, and/or professional qualification in management or leadership.
- Hold a current recognised qualification in Fitness Instruction to a minimum NVQ level 2, YMCA or equivalent
- Hold a current first aid at work qualification
- 3-5 years' experience in the operation of leisure and sport facilities to include both indoor and outdoor programming and provision
- Experience in the line management and supervision of a team with evidence of efficient and effective delivery of agreed objectives
- A thorough understanding of Health and Safety issues gained through appropriate training and practice within all aspects of sport and leisure activity.
- Skills and knowledge in facility and equipment maintenance in sport and/or leisure facilities (indoor and outdoor) and services on a similar scope and scale.
- Excellent communication skills (oral and written), demonstrating an ability to deal with a wide range of people.
- Flexible and responsive to customer needs and able to provide information, advice and guidance whilst maintaining confidentiality.
- Excellent organisational skills, able to prioritise a variety of work activities in a busy environment and meet strict deadlines.
- Experience of working in a team environment within a large organisation, demonstrating an ability to be flexible and provide support and leadership for colleagues.
- Demonstrates a high level of accuracy and attention to detail.
- Demonstrates numeracy, analytical and problem solving skills with the ability to identify and resolve issues effectively.
- Good computer skills with experience working with Excel, Word, MS Outlook and leisure management systems.(LMS)
- Demonstrates a commitment to enhancing the student experience, excellent customer service and to the University's values and behaviours.

**Desirable Knowledge, Skills and Experience**

- Health and Safety qualification.
- Current UK Driving Licence.