Job Description

JOB TITLE	Fitness & Lettings Operations Officer
JOB FAMILY	Thinking Fitness & Thinking Lettings
REPORTING TO	Fitness & Lettings Regional Manager
RESPONSIBLE FOR	Fitness & Lettings Officers

Job Purpose

Responsible for the operation of Thinking Fitness sports centres and Lettings sites. Your priority will be to ensure the delivery of excellent customer service, growth in financial returns and enhancing the profile of Thinking Schools Academy Trust in the wider community.

Duties and Responsibilities

Day To Day Operations & Facility Coordination

- Supporting the day-to-day operation of public sports, fitness and lettings facilities across the Trust, helping ensure services are delivered safely, efficiently and in line with operational standards.
- Working alongside the Regional Manager to support on-site statutory compliance, including assisting with regular reviews and updates of Risk Assessments, Normal Operating Procedures (NOPs), Emergency Action Plans (EAPs) and Fire Risk Assessments.
- Supporting the daily delivery of high-quality fitness, sports and lettings programmes, working with internal teams and approved third-party providers to maintain consistent service delivery and customer satisfaction.
- Monitoring operational performance against agreed KPIs, customer feedback, occupancy levels and income targets, highlighting trends and areas for improvement to the Regional Manager.
- Assisting with the coordination of fitness class timetables and activity programmes to encourage participation, membership retention and community engagement.
- Supporting the review of weekly and monthly performance data for Thinking Fitness and Thinking Lettings, monitoring income and expenditure information and reporting any variances or concerns to the Regional Manager.
- Helping maintain facilities to a high standard of cleanliness, presentation and safety through routine site checks, reporting and escalating maintenance issues where necessary.
- Acting as a key day-to-day operational contact for site-related queries, service delivery issues and frontline customer concerns, escalating matters requiring management intervention.
- Supporting daily facility opening and closing procedures, assisting with staff rota coordination and helping arrange operational cover to maintain continuity of service.
- Providing day-to-day support and guidance to site teams, helping ensure Trust procedures, operating standards and customer service expectations are consistently followed.
- Working closely with school teams and the Regional Manager to support the smooth delivery of community-use activities, contributing to the Trust's objectives and maximising facility utilisation.

- Identifying and suggesting practical opportunities to improve operational efficiency, customer experience and commercial performance, including supporting local marketing and promotional initiatives.

Staff Supervision & Team Leading

- Supporting Fitness and Lettings colleagues across designated Trust sites to ensure effective day-to-day operational delivery and adherence to Trust standards and the 6 Pillars of Excellence.
- Assisting with recruitment activities, supporting staff inductions, coordinating essential training and helping ensure teams have the resources they need to perform effectively.
- Assisting with staff rota coordination, annual leave planning and shift cover arrangements, highlighting any staffing gaps to the Manager.
- Supporting colleagues to complete regular one-to-one check-ins, monitoring progress against agreed objectives (rocks) and passing relevant feedback or any performance or employee relations concerns to the Regional Manager.
- Promoting awareness and adherence to Trust policies and statutory requirements, including safeguarding, health and safety, GDPR, equality and diversity, highlighting any concerns to the Manager.
- Providing a visible and supportive presence for colleagues on-site, encouraging a positive working culture focused on excellent customer service and operational standards.
- Coordinating freelance fitness instructors and casual staff, including supporting shift cover arrangements, monitoring attendance, checking invoices for accuracy before passing them to the Manager for approval, and helping ensure programme continuity.
- Supporting the delivery of operational shift briefings and team updates to communicate priorities, service updates and important operational information.
- Helping identify team training needs, coordinating learning opportunities and monitoring mandatory qualifications, certifications, DBS checks and training records, flagging any gaps or upcoming renewals to the Manager.
- Providing hands-on operational cover and shift support during periods of staff absence, annual leave or peak demand to help maintain continuity of service.

Business Growth & Community Lettings

- Supporting the growth of Thinking Fitness and Thinking Lettings by building and maintaining positive relationships with existing customers, community groups, sports clubs and new facility users.
- Identifying and sharing opportunities to increase facility usage, membership sign-ups and booking income across assigned sites, providing feedback and suggestions to the Manager.
- Working closely with the Lettings Team to respond to daily enquiries, follow up on potential bookings and support a smooth, professional customer onboarding process.
- Monitoring facility usage, class attendance and customer feedback, highlighting opportunities for new activities, classes or community services to the Manager.
- Supporting member retention through high-quality customer service, regular engagement with members and helping to create a welcoming and positive facility experience.
- Working with the Regional Manager and Marketing Team to support the delivery of promotional campaigns, membership offers and facility hire opportunities through local engagement and Trust marketing channels.
- Building relationships with local sports clubs, community organisations and businesses to encourage group participation and promote venue hire opportunities.

- Assisting with the delivery and coordination of student-focused sports coaching, after-school clubs, holiday programmes and Trust-wide community initiatives.
- Identifying and suggesting practical day-to-day operational improvements that enhance the customer experience and support site efficiency.
- Monitoring daily and weekly site occupancy, income and customer service standards, highlighting any concerns or areas for improvement to the Manager and supporting site readiness for internal and external audits.
- Contributing ideas, feedback and practical on-the-ground insights during team meetings to support the continued development of Thinking Fitness and Thinking Lettings across the Trust.

Stakeholder & School Relations

- Maintaining positive day-to-day relationships with gym members, sports clubs, community groups and facility users to support customer satisfaction, retention and repeat bookings.
- Acting as a key day-to-day contact for clubs, organisations and community users, responding to enquiries, assisting with everyday issues and ensuring a professional customer experience.
- Working closely with school leadership teams, site leads and Trust staff to help ensure community lettings operate smoothly and do not disrupt core curriculum requirements or extracurricular activities.
- Liaising with Trust Facilities and Site Teams to help ensure spaces remain safe, secure, clean and fit for purpose, reporting and escalating maintenance concerns where necessary.
- Supporting Facilities Teams with the physical setup and smooth delivery of evening, weekend and holiday lettings across designated sites.
- Working alongside Facility Managers and relevant colleagues to support compliance with Health & Safety requirements, site operating procedures and Trust policies.
- Assisting with the implementation of facility improvements and local operational projects designed to enhance the customer experience.
- Developing positive working relationships with local sports clubs and external providers to support increased participation and community engagement opportunities.
- Gathering and recording customer feedback, highlighting recurring issues and sharing suggestions with the Manager to support continuous service improvement.
- Promoting consistent customer service standards, professionalism and Trust brand values across all frontline interactions.
- Supporting local initiatives, open days and promotional activities to raise awareness of Trust facilities and encourage increased bookings and memberships.
- Helping ensure assigned sites meet Trust operating standards and remain prepared for routine internal audits, inspections and quality assurance reviews, highlighting any areas requiring attention.

Customer Engagement & Experience

- Building and maintaining positive day-to-day relationships with members, facility users, sports clubs and community groups to encourage ongoing engagement and retention.
- Supporting the delivery of high standards of customer service across all sites, ensuring customers receive a positive, welcoming and professional experience.
- Gathering customer feedback and identifying common themes or concerns, sharing suggestions and feedback with the Manager to help improve the customer experience.

- Supporting on-site initiatives to improve membership retention, reduce attrition and encourage repeat bookings through regular communication and local engagement activities.
- Working closely with Fitness and Lettings Officers to ensure customer enquiries, concerns and frontline complaints are appropriately managed and passed to the Manager where necessary.
- Monitoring daily participation levels, membership check-ins and facility usage, highlighting trends and opportunities to improve customer engagement.
- Supporting the delivery and coordination of activities, fitness programmes and community events that encourage participation from members, students and local users.
- Working alongside school leads and physical education departments to help promote fitness, sports and community programmes to students and their families.
- Maintaining a visible and approachable presence within the facilities, regularly interacting with customers and gathering feedback.
- Supporting local marketing and communication activities on-site to promote services, upcoming activities and membership renewals.
- Leading by example in delivering a customer-focused approach, supporting colleagues to maintain consistent service standards across all Thinking Fitness and Thinking Lettings operations.

Generic Duties relevant to all members of Staff

Working with colleagues and other relevant professionals

- Communicate effectively with other staff members, customer and service users.
- Collaborate and work with colleagues and other relevant professionals within and beyond the Trust.
- Develop effective professional relationships with colleagues.

Professional development

- Help keep their own knowledge and understanding relevant and up-to-date by reflecting on their own practice, liaising with their line manager and identifying relevant professional development to improve personal effectiveness.
- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the Trust.
- Take part in the Trusts appraisal and performance management procedures.

Personal and professional conduct

- Uphold public trust in the education profession and maintain high standards of ethics and behaviour, within and outside school.
- Have proper and professional regard for the ethos, policies and practices of the Trust, and maintain high standards of attendance and punctuality.
- Demonstrate positive attitudes, values and behaviours to develop and sustain effective relationships with the Trust community.
- Respect individual differences and cultural diversity.

Customer Service

- All staff will be required to mirror our philosophy and take pride in offering a fantastic customer experience to all stakeholders modelled on our four Customer First Values - Trusted, Solution Focused, Approachable & Timely.

ICT

- It is expected that all teaching and support staff follow the ICT Vision of the Trust.
- All staff will be expected to utilise ICT and to improve communication and reduce paper use. Security procedures must be followed when using ICT systems.
- All staff are expected to follow the procedures as laid out in the Trust's Acceptable Use Policy. Staff are also expected to ensure that they follow Trust policies with regard to professional conduct when using ICT systems or Trust ICT equipment.

Health and Safety

- Employees are required to work in compliance with the Academy's Health & Safety Policies and under the Health and Safety at Work Act 1974 (as amended), ensuring the safety of all parties they come into contact with, such as members of the public, in premises or sites controlled by the Trust.
- In order to ensure compliance, procedures should be observed at all times under the provision of safe systems of work through safe and health environments, including information, training and supervision necessary to accomplish those goals.

Equal Opportunities

- To actively promote the Trust's Equal Opportunities Policy and observe the standard of conduct which prevents discrimination taking place, maintaining awareness of and commitment to Equal Opportunity Policies in relation to both employment and service delivery.

Safeguarding

- TSfE are committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. All staff are to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Thinking Schools Academy Trust. Any safeguarding or child protection issues must be acted upon immediately by informing the Designated Safeguarding Lead.

Data Protection

- The Thinking Schools Academy Trust takes the responsibility of protecting and securing the data of Pupils, Staff, Parents and all associated individuals very seriously. The Trust requires all staff to complete data protection training and to adhere to its Data protection policies and procedures. All staff must ensure that if they suspect a data breach they must inform the Trust Data Protection officer immediately.

This job description forms part of the contract of employment of the person appointed to the post. The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time at the discretion of the Trust. This job description will be reviewed annually and is an integral part of the Appraisal and line management process.

The duties and responsibilities in this job description are not restrictive and the post-holder may be required to undertake any other duties that may be required from time to time. Any such duties should not however substantially change the general character of the post.

I understand and agree to the job description of Fitness & Lettings Operations Officer.

Name: Signed: Date:

itness & Lettings Operations Officer

Person Specification

Essential	Desirable
• Proven hands-on operational experience within the sport, leisure, fitness, hospitality, customer service or facilities management sectors. • Experience working within fitness facilities, sports facilities, community lettings operations or frontline customer-facing services. • Experience supporting and coordinating shift-based teams, including assisting with staff inductions, rota coordination, shift cover and day-to-day staff support. • Experience working towards operational targets, customer service KPIs and monitoring site occupancy or daily revenue/income. • Experience delivering excellent customer service, supporting customer retention, promoting satisfaction and helping resolve frontline customer queries or complaints. • Ability to build positive working relationships with site users, including customers, school staff, community groups and external partners. • Good practical understanding of health and safety practices, including risk assessments, Normal Operating Procedures (NOPs), Emergency Action Plans (EAPs) and maintaining compliance records. • Experience identifying and reporting day-to-day operational or facility issues, supporting timely resolutions to minimise service disruption. • Strong organisational and planning skills, with the ability to prioritise daily tasks and support the smooth running of operations in a fast-paced environment. • Excellent communication and interpersonal skills, with an approachable, professional and customer-focused manner.	• Relevant qualification in sport, leisure, business or a related field. • Level 2 Fitness Instructor Qualification, Level 3 Personal Trainer Qualification, or willingness to obtain. • Health & Safety qualification or willingness to obtain. • Experience working within educational settings, schools, academies or multi-academy trusts. • Experience supporting community-use programmes or evening/weekend facility hires within school facilities. • Knowledge of membership management or facility booking systems. • Experience supporting customer retention activities, local social media, content creation or membership growth initiatives. • First Aid at Work qualification or willingness to obtain.

• Good IT skills, including experience using Microsoft Office applications, leisure management software or online booking platforms. • A genuine passion for sport, physical activity, community engagement and exceptional customer service. Highly motivated, adaptable and committed to maintaining high operational standards.	