



Job Description: Operations Officer

Job Title: Operations Officer

Location: Working across both of our centres in Camberley and Woking.

Reporting to: Operations Executive

Hours: Part-time role between 12–15 hours per week, working across both centres in line with the company's operational needs.

Flexibility will be required to coordinate with the Operations Executive and attend meetings, with a willingness to work up to 20 hours per week when needed for projects or to meet key deadlines.

Overall Aims of the Role:

- To support the Operations Executive in any aspect of running the company daily basis.
- To process and manage data accurately and confidentially.
- To build communication with the company workforce and facilitate various projects.

Main Duties and Responsibilities:

Staffing

- To monitor staffs coaching credentials for all employees (insurance, DBS checks, safeguarding training, first aid training, etc), and ensure renewals are actioned and logged.
- To be a point of contact and help channel communication between the workforce and the Operations Executive.
- To assist with processing annual leave requests from staff.
- To assist with organising, planning and facilitating group meetings.
- To assist with keeping company documentation and staff resource material up to date.

Communications

- To manage the distribution of promotional emails to our mailing lists, such as our monthly notices about courses and our seasonal newsletters.
- To assist with distribution of internal memos and newsletters.
- To represent the Operations Executive in direct communication with staff related to their duties, schedules and more.
- To liaise with other managers and gather specific information to support operational projects.

Seasonal Duties

- To schedule meetings for our annual appraisal process; booking meeting rooms, setting up meetings based on matching managers' availability with employee work schedules, distribute and confirm meeting invitations.
- Assist the planning of activities during our closure periods, including but not limited to; cleaning duties, training events, meetings, holiday camps, filming schedules, etc.
- Support the induction of new staff members, ensuring the onboarding process is completed and keeping the Gym Manager and Duty Managers updated.
- To directly assist the Operations Executive in the running of any promotional events or welcoming guests or VIPs to our centres.

Other Duties

- To assist with the programming of our monthly short courses; ensuring courses are programmed correctly for sale via our online booking system.
- To manage and maintain our image and video library inventory.
- To maintain a good professional appearance, always act as a role model to other staff and as a key ambassador for the company.
- To assist the Operations Executive with any other tasks or projects relevant to the smooth running of the company's projects and processes.
- To work closely with the management team to continually improve our company standards and overall quality of service.
- Support with scheduling of social media content.
- Support the Operations Executive with bookkeeping, and managing of company invoices/ receipts.
- Support Human Resources by collecting personal data, managing employment paperwork, applying for work permits, right to works, and anything else that aids efficiency, and the smooth running of the company.
- Personally represent the Operations Executive if needed.

Skills required

- Very proficient in all aspects of Microsoft Office and Google Workspace; comfortable working in Excel to produce various spreadsheets, and able to navigate Google Drive, create and manage online file. Ability to also create presentations, questionnaires and risk assessments if required.
- Excellent written communication skills; able to communicate via email professionally, able to capture and distribute notes from meetings and also potentially writing detailed reports.
- Strong organisational skills; able to keep on top of various projects and pieces of data.
- Ability to work independently, meet deadlines, prioritise workload and report on progress.
- Excellent punctuality and personal presentation in representing senior management.

Remuneration Package

- Salary based upon level of experience.
- Minimum of 5.6 weeks of annual leave (based on 4 weeks plus 8 English public holidays). Some holidays may be forced in line with club closures.
- Contributory pension scheme, if eligible.

Essential Criteria:

- Applicants must have the right to work in the UK without employer sponsorship.
- Full UK Driving License (Category B).
- Minimum Grade 5/B in Mathematics and English at GCSE level. Suggest higher.

Desirable Criteria:

- Previous experience in an administrative, secretary or personal assistant role.