

JOB DESCRIPTION

Job Title:	Activities Co-ordinator	Department:	Dryside Activities
Position type:	Part-time 32 hours per week	Reports to:	Sports Manager
		Direct reports:	Dryside Activities Assistants Sports Coaches

Key Competency areas

All job roles at the Club have four key competency areas which define the way we behave and contribute to the success of the business:

Customer Service

Make customers feel valued by listening and responding in the appropriate timeframe. We may not know all the answers to the questions, but we will go the extra mile to find them out. We understand that our customers and our colleagues all have something in common with ourselves, we all are all human and share feelings so it is important to treat each other as you would expect to be treated.

Leadership

We all aim to be leaders and to inspire others. We lead by example and understand that our effectiveness as Leaders is governed by the actions that we take and how these actions are viewed by internal and external customers. All staff strive to set a positive example in their daily lives.

Communication

We understand that positive communication and using honest appreciation of other achievements in a variety of formats is essential to successful leadership. Being a good listener and being able to talk in terms of the other person's interest is key to understanding customer needs and outlining expectations.

Commercial Understanding

We understand that all decisions impact the business, and we continually assess how they affect customer service, our ability to lead by example and the effectiveness of how we communicate our expectations. We understand the importance of each action and ensure that no opportunity is wasted.

Job Description

The Activities Co-ordinator is responsible for the planning, organisation and delivery of the Club's dryside activities and racket sports programmes. The role combines programme administration, member engagement, event coordination, staff supervision and operational support to ensure activities are safe, well-attended and provide an excellent customer experience.

Working closely with colleagues across the Club, the postholder will help grow participation, drive programme occupancy, support coaches and instructors, and contribute to the continued development of junior activities, parties and sports coaching including gymnastics, trampolining, squash, badminton, Padel and pickleball.

Key Responsibilities

Programme Planning & Coordination

- Plan, schedule and coordinate a varied programme of dryside and racket sport activities.
- Organise coaching programmes, holiday activities, parties and events
- For racket sports, organise leagues, ladders, and tournaments.
- Monitor participation levels and recommend improvements to maximise attendance and customer engagement.
- Ensure programmes accommodate a variety of ages, abilities and experience levels.
- Support the development of new activities and revenue-generating opportunities.

Administration & Systems

- Manage day-to-day administration relating to activities and courses.
- Maintain accurate booking information, attendance records and waiting lists.
- Produce course documentation, registers and programme information.
- Ensure activities, events and courses are correctly loaded onto Club booking systems.
- Work closely with Front of House to manage bookings, amendments and cancellations.

Member & Customer Engagement

- Act as a key point of contact for members, customers and parents regarding dryside activities and sports coaching programmes.
- Welcome new participants and help integrate them into suitable activities.
- Proactively gather and respond to customer feedback.
- Resolve routine customer queries and escalate issues when appropriate.
- Build positive relationships that encourage long-term participation and retention.
- Support the delivery of competitions, open days, themed events and promotional activities.

Team Support & Supervision

- Oversee Dryside Activities Assistants and sports coaches to ensure all activities and events are delivered successfully.
- Support recruitment, induction and ongoing staff training for team members.
- Schedule staffing and process timesheets for payment.
- Promote high standards of professionalism, conduct and customer service.

Equipment & Health & Safety

- Ensure all activities operate safely and follow Club policies and procedures.
- Support safeguarding responsibilities and promote the welfare of children and young people.
- Ensure routine equipment checks are undertaken and report any maintenance requirements.

Marketing & Promotion

- Assist in promoting activities through newsletters, social media, website content and Club displays.
- Work with the marketing team to create engaging and accurate promotional materials.
- Promote participation and raise awareness of Club activities and events.

Financial & Commercial Support

- Monitor participation levels to maximise financial return from activities.
- Identify opportunities to improve utilisation of facilities and grow participation.
- Produce information and reports relating to programme performance when required.

What Success Looks Like

High participation levels across activities and sports coaching programmes.

Well-organised programmes and events delivered to a high standard.

Positive member and customer feedback.

Efficient and effective use of facilities and resources.

Person specification:

Essential

- Experience coordinating activities, events, sports programmes or customer-focused services.
- Strong organisational and administrative skills.
- Excellent communication and interpersonal skills.
- Ability to manage multiple priorities and work independently.
- Good IT skills and confidence using booking and administration systems.
- Strong customer service focus.
- GCSE-level education or equivalent.

Desirable

- Coaching or sports leadership qualification.
- Experience within a leisure, sports club or recreation environment.
- Experience supervising staff.
- Basic budgeting or financial monitoring experience.
- Experience creating promotional or social media content.
- Safeguarding experience or working with children and young people

Date last updated:

Date: August 2026

Update reviewed by: HR/LM/Individual

Line Manager & HR