



JOB DESCRIPTION

Job Title	Sports Supervisor
Management Level	Level 7
Department	Gymkhana & Sports
Reporting To	Assistant Manager, Gymkhana & Sports
Direct Reports	Assistant Officer, Gymkhana & Sports (Section Attendant)

Overall Purpose:

To supervise daily sports facility operations across assigned sections, ensuring member satisfaction, facility safety and smooth day-to-day sports activities.

Key Responsibilities

1) Sports Facility Operations.

- Supervise the day-to-day operations of assigned sports sections, including squash, swimming, cricket, bowling and other designated facilities.
- Ensure assigned facilities are clean, orderly, accessible and ready for use.
- Monitor facility conditions and ensure routine operational requirements are addressed.
- Coordinate with relevant staff to maintain required service standards.

2) Facility Bookings and Member Access.

- Coordinate facility bookings, reservations and member access in accordance with established procedures.
- Verify scheduled bookings and ensure facilities are available at the required times.
- Manage routine access or scheduling issues and refer matters beyond delegated authority to the Assistant Manager.
- Maintain accurate records of bookings and facility utilization.

3) Attendant Supervision and Work Performance.

- Allocate daily duties to Section Attendants and monitor completion.
- Supervise attendance, deployment, productivity and conduct of assigned staff.
- Provide day-to-day guidance on work procedures, facility standards and equipment use.
- Identify performance issues and report significant or persistent matters to the Assistant Manager.
- Promote teamwork, discipline and adherence to established work schedules.

4) Member Service and Feedback.

- Respond to routine member requests and enquiries relating to assigned sports facilities.
- Receive and appropriately handle member feedback and complaints.
- Resolve routine service issues within delegated authority and escalate unresolved matters promptly.
- Promote courteous, professional and responsive service to members and guests.



JOB DESCRIPTION

5) Safety and Facility Compliance.

- Conduct regular checks of assigned sports facilities to identify hazards and unsafe conditions.
- Ensure established sports safety, Club and facility-use requirements are observed.
- Ensure identified hazards are addressed or reported promptly.
- Report accidents, incidents and significant safety concerns to the Assistant Manager.
- Monitor appropriate availability and use of safety and first-aid provisions within assigned areas.

6) Equipment and Facility Maintenance.

- Monitor the condition and availability of sports equipment and facility fittings.
- Ensure equipment is properly used, stored and safeguarded.
- Report maintenance requirements, damaged equipment and facility defects promptly.
- Coordinate routine maintenance requirements with Facilities and Maintenance and other relevant departments.

7) Sports Events and Activities.

- Support the preparation and delivery of tournaments, competitions, leagues and other sports activities.
- Prepare assigned facilities and equipment for scheduled events.
- Coordinate with event officials, participants and relevant Club staff as required.
- Restore assigned facilities and equipment following events and activities.

8) Records and Reporting.

- Maintain accurate records of facility usage, bookings, incidents, equipment condition and maintenance requirements.
- Prepare routine activity and operational reports for the Assistant Manager.
- Report facility problems, safety concerns, member complaints and other significant operational issues promptly.
- Maintain confidentiality of member and Club information.
-

Key Measures of Performance

Key Result Area	KPI	Measure
Sports Facility Operations	Facility Readiness	Availability, cleanliness, safety and readiness of assigned sports facilities
Facility Bookings and Member Access	Booking and Access Management	Accuracy and timeliness of bookings, reservations and member access
Attendant Supervision and Work Performance	Team Performance	Achievement of assigned work objectives and required service standards by Section Attendants
Member Service and Feedback	Member Service	Timeliness and quality of response to member requests, feedback and complaints
Safety and Facility Compliance	Safety Compliance	Completion of required safety checks and adherence to sports safety and Club requirements
Equipment and Facility Maintenance	Equipment and Facility Condition	Availability, serviceability and proper care of sports equipment and facilities



JOB DESCRIPTION

Sports Events and Activities	Event Support	Effective and timely preparation and support of assigned sports events and activities
Records and Reporting	Reporting Accuracy	Accuracy, completeness and timeliness of facility, usage, incident and maintenance records

Minimum Qualifications & Experience

Requirement	Detail
Academic Qualification	Certificate or Diploma in Sports Management, Physical Education, Recreation Management or a related field.
Professional Certification	First Aid and/or Sports Safety certification.
Technical Knowledge	Knowledge of sports facility operations, basic sports equipment management and facility-use procedures.
Health and Safety Knowledge	Knowledge of occupational health and safety, sports safety, emergency procedures and basic risk management.
Member Service Knowledge	Knowledge of customer/member service principles and handling of routine member enquiries and complaints.
Years of Experience	Minimum 3 years in sports facility supervision or management.

Key Relationships

1 Internal

Contact	Nature of Interaction
Assistant Manager, Gymkhana & Sports	Receives operational direction, submits reports and escalates significant facility, staff and service issues.
Section Attendants	Provides daily supervision, work allocation and task coordination.
Facilities and Maintenance Team	Coordinates facility maintenance and reports equipment, infrastructure and repair requirements.
Other Gymkhana & Sports Staff	Coordinates on facility operations, activities, events and service delivery.
Other Club Departments	Coordinates on activities and operational requirements affecting assigned sports facilities.

2. External

Contact	Nature of Interaction
Members and Guests	Provides routine sports facility access and member service and responds to enquiries within the scope of the position.
Equipment Suppliers and Service Providers	Coordinates equipment-related requirements, servicing and maintenance as authorised.
Sports Officials and Event Personnel	Coordinates operational requirements for competitions, tournaments and other sports activities, where applicable.



JOB DESCRIPTION

Agreed and accepted by:

Job Holder Signature	_____ Date: _____
Line Manager Signature	_____ Date: _____
HR Manager Signature	_____ Date: _____
General Manager Signature	_____ Date: _____