**Job description – Fitness Manager**

### Organisational details

YMCA East Surrey

YMCA Sports and Community Centre

Princes Road

Redhill

RH1 6JJ

T 01737 779979

YMCA East Surrey is a charitable company limited by guarantee and also a registered provider of social housing.

Charity registration no. 1075028

Company registration no. 03716594

Registered provider no. 4854

Post to be based at the above address.

### Directorate: Health and Wellbeing

### Responsible to: Health and Wellbeing Manager

**Responsible for:** The fitness gym, sports hall and exercise studio, line management of a number of fitness instructors self employed exercise teachers, volunteers and an expenditure budget of approximately £450k

**Job purpose:** The management of the YMCA fitness facilities, recruitment and retention of approximately 1,200 members through the development of an innovative programme of group exercise classes and activities that are safe, effective and popular with a diverse range of adult users

### Main responsibilities:

* To develop and mainatin a range of innovative, up to date and commercially viable exercise classes and fitness activities, ensuring that they are of the very highest standard in meeting the needs of our members and users.
* To recruit and manage a team of gym instructors and exercise teachers, to carry out inductions to new staff, annual appraisals, monthly one to ones and arrange regular training to ensure that all members of the fitness team benefit from continued professional development.
* To put in place and maintain suitable processes for sales, customer care and retention that achieve agreed targets. To also put in place protocols for follow up letters/ phone calls to non attendees and lapsed members.
* To work closely with the Health and Wellbeing Manager and the Exercise Referrall Coordinator to ensure that underrepresented groups and those with disability and long term ill health are fully integrated where possible into the mainstream programme.
* To be responsible for the health and safety of all members, users and staff participating in the YMCA Fitness Centre Programme, and to work with the Facilities Manager to ensure that appropriate systems are in place to reduce the risk of accident or injury.
* To put in place and manage a cleaning regime for Fitness Advisors to carry out that will ensure all equipment in the gym is properly cleaned and sanitised on a regular basis.
* To work with the Health and Wellbeing Manager and YMCAES's Marketing Manager to help them produce a suite of leaflets, social media campaigns and other on line materials to promote activities including three annual special offers to attract new members.
* To be responsible for devising and managing staff rotas to ensure that the gym is covered by qualified staff at all times.
* To cover shifts in the fitness gym and to teach classes and activity when required and if suitably qualified.
* To attend management meetings and prepare and present reports on project activities as required.
* To monitor and evaluate fitness team performance and to produce a monthly report of attendance and membership sales that can be used to identify trends and to take necessary action to address poor performance.
* To set up and chair monthly fitness team meetings and take responsibility for preparation of agenda items and producing and distributing minutes.
* To support and advise the Health and Wellbeing Manager and CEO on plans to improve the fitness facilities as part of Phase 2 of the planned Sports Centre Development.
* To be responsible for the maintenance and upkeep of fitness equipment and to manage any relationships with specialist fitness equipment providers for service contracts or purchase of new equipment.
* To work with the Health and Wellbeing Manager, Finance Manager and Facilities Manager to agree an annual budget and to subsequently manage this budget and take responsibility for financial control of fitness activity.
* To be responsible for making recommendations to the Health and Wellbeing Manager around appropriate pricing structure and pay rates for teachers of all activities within the mainstream fitness programme.
* To ensure YMCAES safeguarding policies are adhered to and to liaise with HR to see that Disclosure and Barring Service (DBS) checks are carried out on all staff and volunteers who may have contact with vulnerable adults.
* To put in place systems to collect and manage customer feedback effectively to ensure continuous service and programme improvement.
* To assist the Health and Wellbeing Manager to develop ancillary income streams such as personal training and use of treatment rooms.
* To develop and maintain a diverse programme of adult activities delivered by external groups or clubs such as martial arts, basketball, badminton and dance.
* With support from the Challenge Events Coordinator and Marketing Manager to devise and manage at least three events for members and users during the year that can raise money, provide opportunities for social interaction or promote the services the YMCA offers.
* To act as Duty Officer for the Princes Rd site at set times including at least one morning, two evenings and weekends on a rota system.
* To play a role in the wider YMCA movement, to represent YMCA East Surrey at regional and national meetings and to attend conferences to keep up to date with latest theories and good practice in the fitness industry.
* To undertake such other tasks as may be allocated from time to time within your capabilities by the Health and Wellbeing Manager.

**Discretion to act**

Long-term decisions and strategic changes will be made by the Health and Wellbeing Manager and CEO. You will be line managed by the Health and Wellbeing Manager.

### Relationships

**Internal**

The post holder will be able to benefit from the support of a range of other professional colleagues. The Health and Wellbeing Manager will provide line management including monthly one to ones and annual appraisal. The post holder will also have a close working relationship with the Exercise Referral Coordinator who is responsible for the delivery of safe controlled exercise for adults with health conditions; the Facilities Manager will assist with maintenance and health and safety issues; the HR Manager will provide help with DBS checks, policy advice and guidance on staffing and use of volunteers; the Head of Finance and Central Serevices will provide monthly management accounts and financial information; the Fundraising and Development Manager will support with fundraising and bid writing, and the Marketing Manager will assist with marketing, advertising and consultation activity. The post holder will also work closely with the Health and Wellbeing Manager to ensure that mainstream fitness activities are inclusive and dovetail with special projects including disability sport and health promotion.

**External**

The Fitness Manager will be expected to attend YMCA Managers meetings and regional or national conferences staged by the YMCA and other relevant agencies.

The post holder will also be expected to work with external agencies including:

Chambers of Commerce, local companies, Active Surrey, Reigate and Banstead Borough Council, Tandridge District Council, Mole Valley District Council, Epsom and Ewell Borough Council, Raven Housing Trust, Suppliers and Contractors, Schools

### Environment

YMCA East Surrey is an independent charity, affiliated to the National Council of YMCAs, that has been responding to local need since 1870. Our aim is to help individuals to reach their full potential, especially those who are vulnerable or face disadvantage.

YMCA East Surrey operates primarily in the area served by Reigate and Banstead Borough Council, but also offers services in Epsom and Ewell, Mole Valley, Tandridge and West Sussex. Our four main centres are:

* YMCA Sports and Community Centre, Redhill
* YMCA Sovereign Centre, Reigate
* YMCA Hillbrook House, Redhill
* YMCA Family Centre, Horley

We also run two supported move-on accommodation projects in Redhill and Merstham.

Our friendly team of over 130 staff and volunteers deliver services and projects across three main areas:

Children and Young People

* Y-Kids After School Club, Holiday Club & recreational activities incl. trampolining, gymnastics, football and dance
* Yippee and Yip4Youth short break play and youth schemes for children and young people with disabilities
* YMCA Horley Family Centre
* YMCA Pre-Schools
* Y-Tots under 5’s activities
* Y-Tots Crèche
* Children’s Parties
* Early help youth work incl. youth clubs and street-based youth work
* Disability sports and social activities
* Volunteering opportunities, training and mentoring for young people
* Heads Together, free counselling service for young people

Health and Wellbeing

* Fitness gym and group exercise classes
* Disability sport sessions
* Exercise Referral for adults with chronic health conditions or rehabilitating from an injury or illness
* Health Promotion services incl. NHS Health Checks, weight management sessions and free guided health walks
* Challenge fundraising events incl. large community events such as the annual Fun Run and Santa Run

Housing Services

* YMCA Hillbrook House, supported accommodation for homeless young people incl. advice, support and access to a range of services to encourage independent living
* NextStep, a rent deposit guarantee scheme assisting families and individuals at risk of homelessness into sustainable, private rented accommodation
* Move-on accommodation for young people as a step towards independent living

Please visit our website or read our annual review for more information about YMCA East Surrey’s work in the community - [www.ymcaeastsurrey.org.uk](https://www.ymcaeastsurrey.org.uk/about-us/annual-review/)

### Terms and conditions

**Hours of work** – 35 hours per week

The working pattern may vary and some flexibility will be possible. There will however be a requirement to work at least two evenings, one early morning and weekends on a rota system. The post holder will also be required to act as Duty Officer at set times.

**Salary** - £25,000 to £28,000 per annum dependent on experience.

**Annual Leave** – Five weeks plus bank holidays. Holidays increase after two years service to a maximum of six weeks after six years service. The holiday year runs from 1 April to 31 March each year.

**Benefits** - The post holder will be entitled to free use of the YMCA East Surrey fitness centre in Redhill and half price YMCA childcare for dependents. There is free parking available at YMCA Sports and Community Centre and YMCA East Surrey also operates a Bike to Work Scheme.

**Pension** - There is a YMCA East Surrey pension scheme - details available on request.

### Closing date and interviews

The closing date is Wednesday 5th August 2020 at 9am.

Interviews will be held week commencing 10th August 2020

**Person specification**

### Qualifications, training and understanding

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| --- | --- |
| Essential | Desirable |
| YMCA Fitness Instructor Level 3 | YMCA Exercise to Music Qualification |
| 5 GCSES A-C including Maths and English | Teaching qualification relating to disability or specific long term health conditions |
| Understanding of the value of physical activity as part of a heath active lifestyle | Teaching qualification in other forms of group exercise such as Pilates, yoga, dance etc. |
| Understanding of latest trends in group exercise, gym activity and wider knowledge of the Fitness Industry | Management qualification |
| Awareness of national and regional policies and initiatives affecting physical activity, health and wellbeing | Understanding of good practice in the training and managing of volunteers |

### Experience

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| --- | --- |
| Essential | Desirable |
| At least 2 years’ experience of delivering exercise classes or health and fitness activity within a fitness centre, leisure centre environment | Experience of line managing or supervision of staff and/or volunteers in a health and fitness setting |
| Experience of membership sales and membership retention programmes | Experience of corporate fitness membership schemes or going out into local companies to deliver exercise and fitness programmes |
| Experience of working with communities, local authorities and health partners to improve the health and fitness of local people | Experience of programming a busy schedule of exercise classes and activities in a fitness centre or leisure centre environment |
|  | Experience of devising organising and delivering fundraising or social events in a sports health or fitness setting. |
|  | Experience of marketing of physical activity or related activities |
|  | Experience of delivering or managing activity for those with disabilities or who have long term health conditions |

### Abilities, skills and attitude

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| --- | --- |
| Essential | Desirable |
| Excellent communication skills, both verbal and written | Car Driver |
| Excellent interpersonal skills |  |
| IT Literate and ability to use social media for marketing purposes |  |
| Ability to motivate and enthuse people |  |
| Ability to plan the workload of others |  |
| A dynamic, creative and inspiring approach |  |
| Ability to plan and prioritise own workload |  |
| Good report writing and presentation skills |  |
| Committed to the promotion of physical activity and healthy living |  |