

SOUTHMEAD DEVELOPMENT TRUST

Job Description

Post:	Fitness & Wellbeing Manager
Job Purpose:	To manage and develop the fitness team and fitness facilities
Responsible to:	Health and Wellbeing Team Leader
Salary:	£29,000 – 31,000
Hours:	Full time/37 hours per week



Roles and Responsibilities:

1. Development of the fitness programme, facilities and experience

- To develop and manage the group exercise timetable, organising, implementing and delivering a range of classes, with the aim of increasing usage amongst the local community, and with our group partners such as MoveGB and Huddle. To record class number weekly and act upon under-performing classes.
- To keep up to speed with professional bodies and industry standards, making sure the fitness programme is on-trend and in-line with best practice.
- To lead and inspire others to join and support the unique vision of the Greenway Gym as an affordable community gym offering exercise for all, while balancing this with the financial sustainability of the work.
- Manage the Exercise Referral scheme, including specialist classes such as cardiac and pulmonary rehab and falls prevention classes.
- Seek ways to maximize potential for income generation such as corporate wellness, weekend wellness workshops, new partnerships etc.
- To work with both the Communications & Marketing and Customer Experience Team Leaders to develop and deliver a marketing and communications plan for the Greenway Gym, producing content and campaigns.

- To work with the Health and Wellbeing Team Leader, CEO and Finance Director to develop the overall business plan for the Greenway Gym as part of our five year plan, taking a long term view to investing in spaces and facilities and building the fitness offer and income over time.
- Be the internal and external point of contact and ambassador for the Greenway Gym, communicating and promoting the vision and resolving any problems.

2. Team management and leadership

- To lead, inspire and motivate the Fitness Team (comprising of instructors, freelancers, volunteers, and personal trainers), to achieve our strategic objectives as set out in the business plan.
- To line manage including all aspects of staff management such as managing performance, training, regular 1:1s, producing rotas and arranging cover where necessary.

3. Membership retention and management

- To define and oversee the overall membership cycle and experience. To be responsible for exceeding member expectations on a day-to-day basis, whilst ensuring the fitness areas and activities are promoted and run effectively.
- To work with the Customer Experience Team Leader to upskill others internally to deliver the membership cycle and excellent customer service to gym members, supporting training of the Front of House Team.
- To manage and analyse membership data, working with the Customer Experience Team Leader to maximise the use of our membership software to manage memberships, improve the membership experience, and analyse performance.
- To maximise membership retention through regular communications or campaigns, events and outreach.
- To gather feedback on membership experience and respond to more complex queries, complaints or relationships.

4. Budgeting and reporting

- In conjunction with the Health and Wellbeing Team Leader and Finance Director to set the Greenway Gym budget and be responsible for managing and reporting against that budget.

- Produce quarterly reports for the CEO and Board of Trustees.

5. Health and Safety, compliance, asset and risk management

- To ensure the fitness areas and Technogym equipment are maintained and presented in accordance with best practice, managing equipment checks, and annual servicing.
- Ensure that any work carried out by the team is in accordance with current legislation and/or regulations, internal policy and industry standards.
- To conduct and update risk assessments of all Greenway Gym activity, spaces and programmes and maintain high standards of health and safety.
- To make sure that all members of the Fitness Team have the equipment and kit needed to deliver classes and activities.

6. Partnership development

- To negotiate with local organisations, businesses, schools and individual instructors in order to optimise external use of the fitness facilities, considering cost implications.
- To liaise, network and meet with external partners, and other key stakeholders to integrate on-line referral pathways, and promote and develop the work of Southmead Development Trust, particularly with Sirona and North Bristol Hospital Trust.

7. General Duties

- Have a flexible working approach which will require evenings, weekends and shift work.
- To comply with all Southmead Development Trust's policies and procedures.
- To support the wider Southmead Development Trust team in leading healthier lives.
- To model and encourage our values of positivity, welcoming, entrepreneurialism, integrity and excellence, and fulfil the wider vision of the Southmead Development Trust.
- To promote good equal opportunities practices and to take positive steps to counter discrimination however and wherever it occurs.
- Any other duties as and when required.

Person Specification

Post Title: Fitness & Wellbeing Manager			
	ESSENTIAL	DESIRABLE	EVIDENCE
Qualifications	<ul style="list-style-type: none"> • Level 3 gym instructor qualification • Level 3 Exercise on Referral Instructor qualification • First Aid certificate • Qualified to teach a wide variety of exercise classes 	<ul style="list-style-type: none"> • Level 4 specialisms • Level 2 Safeguarding and Health and Safety • Sports/Leisure related degree 	Application Form
Experience	<ul style="list-style-type: none"> • Experience of managing a gym/leisure facility, and developing the timetable, facilities and business to achieve excellence and increase reach and income • Experience of managing, supervising and motivating team • Experience in budget management • Experience in increasing member base and member retention 	<ul style="list-style-type: none"> • Experience of managing events and projects • Developing active partnerships with other businesses or organisations to expand services 	Application Form Interview
Specific Skills/ Knowledge	<ul style="list-style-type: none"> • Understanding the provision of exercise rehab in the community: cardiac rehab, pulmonary rehab and falls prevention • Team building skills: able to work in a flexible, supportive way to develop a team, identifying training needs, potential performance issues early on and resolve them in a sensitive and professional manner • Proven ability in both written and verbal communication 	<ul style="list-style-type: none"> • Knowledge of marketing strategy • Experience and competence in public speaking and presenting to a wide range of stakeholders 	Interview

Post Title: Fitness & Wellbeing Manager			
	ESSENTIAL	DESIRABLE	EVIDENCE
	<ul style="list-style-type: none"> • Understanding of Health & Safety in the workplace and ability to conduct and review risk assessments • Excellent customer service and IT skills • Experience of producing own choreography for fitness classes • Able to conduct and review risk assessments 		
Attitude	<ul style="list-style-type: none"> • Ability to work independently and proactively to solve problems • Demonstrates commitment to continual professional development • Personal drive for excellence • Team player with flexible approach to work and willingness to work outside office hours • To act as a positive role model to others within the business and stay calm under pressure • Genuine passion and desire to support the community to be resilient and healthy and make exercise accessible to all • Passionate about being part of furthering the integration of the Health and Wellbeing Team and wider work of Southmead Development Trust 	<ul style="list-style-type: none"> • Active desire for professional development • Knowledge of Southmead and the issues facing local residents 	Interview