**Job Profile**

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| **Provisional Job Title:** Fitness Duty Manager (TPFC) | **Grade**: Scale 5/6 |
| **Section:**  Culture/Sports | **Directorate:**  Contracts & Leisure |
| **Responsible to:**  Centre Manager (TPFC) | **Responsible for:**  Fitness Instructors  Casual Fitness Instructors |
| **Post Number/s:** | **Date:** April 2016 |

**Working for the Richmond/ Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose:**

The Fitness Duty Manager is a vital role, working closely with the Centre/Deputy Manager to improve the facilities and services available, focussing on the gym and studio. The post will be crucial on a day to day basis in ensuring a top quality customer focus, ensuring staff are supported and directed effectively and maintaining excellence in health & safety.

**Specific Duties and Responsibilities:**

* To take responsibility for the fitness facilities including the Studio.
* To assist with planning and implementing new methods of income generation and improving customer retention for the fitness facilities by improving all activities linked with the fitness facilities.
* To assist with the planning and development of a comprehensive aerobic and fitness programme, including other activities and sessions for the fitness areas
* To assist and develop ideas for marketing and promotions within the fitness facilities.
* To undertake fitness testing, inductions and to write personalised fitness programmes.
* Maintain daily checklists for cleaning, maintenance etc.
* To adhere to set standards and Local Performance Indicators.
* To take responsibility as shift leader for Teddington Pools and Fitness Centre, ensuring the safety of the public and staff and the security of the site.
* To be a keyholder, preparing and securing the facilities after they are closed for public use.
* Carry out day-to-day plant operation, including topping up etc. with chemicals, backwashing and other associated duties, including water tests.
* To be responsible for managing and developing staff following the Investors in People Standard, especially undertaking mini appraisals for part-time staff and instructors, or a group of staff.
* Assist with covering staff in all departments in the event of absence or for their break allowance.
* Collect money for the use / hire of facilities, equipment etc, via a computerised till and reconcile income. Follow banking procedures and record breakdown of income on appropriate forms and securing money in the safe.
* Carry out stock control, equipment inventory and administration duties, such as maintaining checklists, completing monitoring forms etc.
* To assist with sales, marketing and processing of Direct Debit memberships and Richmond Cards.
* Ensure fitness equipment and furnishings are fully maintained, clean and available for use, ensuring daily checklists/service details are completed and available. To carry out cleaning as appropriate.
* The postholder has responsibility for the line management the Fitness (including Casuals). This will involve carrying out 1 to 1 meetings and appraisals following the Investors in People Standards.
* To assist with the recruitment of staff, induct fitness instructors/coaches and ensure a communication system is in place.
* In the performance of all your duties, and in particular in the support and management of staff, to implement all Council policies and procedures necessary to meet customer care needs and to reflect the Council’s vision and values.

**LINKED GRADE CRITERIA  
  
In order to progress to Scale 6 the following duties and responsibilities must be met:**

* To act as a Fitness Mentor for the Members at Teddington Pools & Fitness Centre and assist with the management of the mentoring programme for all sites.
* To manage the activities of the Fitness Team at Teddington Pools & Fitness Centre, ensuring that customer programmes and inductions are completed properly with regular reviews taking place.
* To assist with the management of instructor reviews across the department.
* To be the main fitness contact point for Members of Teddington Pools & Fitness Centre.
* To provide innovative new ideas linked to the Feel Good Fitness brand aimed at driving members and income into the service.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the Borough’s of Wandsworth and Richmond services.
* To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand the both Council’s duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

The Sport & Fitness Service sits within the Contracts & Leisure Department. Its primary objective is to develop opportunities and provision for participation in sport and physical activity for all sections of the community. The team is responsible for the management of 4 dual-use Sports and Fitness Centres, Teddington Pools & Fitness Centre and Pools on the Park in Richmond, as well as a centrally based Sports Development Team.

The Council is continually reviewing it structures and ways of working in order to provide the best services possible for residents, in the most efficient way. As a result the key tasks in any job may be varied and the post holder will be expected to take on such variations consistent with the level of responsibility of the post.

This post is subject to a Disclosure & Barring Service check (DBS). The postholder will work a flexible shift rota, which will include unsociable hours (some evenings and weekends). The postholder may also be asked to work at any of the Borough’s Sport & Fitness Centres.

**Current team structure**

**Person Specification**

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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

**Post Specific Values & Behaviours**

* I encourage my team to bring in good practice from elsewhere in the Council or outside.
* I encourage my team to seek out and act on feedback from customers.
* Objectives and standards I agree with my team are stretching and clear, and I tell team members if they’re not met.
* My service is based on my understanding of customers’ needs and views.
* I treat customers the way they would want to be treated.
* I do what I say I will do, when I’ve promised to do it, or let people know why not.
* I look for opportunities to work with colleagues and partners to deliver improved services.

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| **Requirements** | **Assessed by A &**  **I/ T/ C** |
| **Knowledge & Experience** | |
| Minimum of 2 years’ experience of operational management in a health/fitness facility. | A/I |
| Minimum of 1 years’ experience of working within a fitness facility carrying out fitness testing, inductions and programmes. | A/I |
| Experience of operating a computerised booking system. | A |
| Knowledge of the importance of Health and Safety issues with reference to sports/leisure activities. | A/I |
| Experience of managing staff and carrying out 121’s / appraisals. | A/I |

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| **Skills** | |
| Ability to demonstrate an understanding of why Diversity & Equality is important in employment and sports / leisure service delivery. | A |
| IT literate in the use of Microsoft Office applications such as MS Word, Excel and Outlook. | A/I |
| Ability to demonstrate an understanding of why Customer Care is important in employment and customer service. | A/I |
| Ability to manage budgets, provide statistical information and have a thorough knowledge of marketing and promotional tools. | A/I/T |
| Ability to plan, develop and market a balanced programme of aerobic, fitness and other activities which optimise cost effective use of the Centre, whilst meet the needs of the customers. | A/I |
| Ability to maintain record keeping including stock control and administrative systems. | A/I |
| Ability to lead on personnel matters such as recruitment and absence management. | I |
| Ability to be available on a rota basis as a keyholder for the purposes of emergency call out by the Police. | I |
| Ability to communicate effectively both verbally and in writing with a wide range of people (clubs, staff and customers), for the purposes of providing reports/advice/guidance, as well as information and assistance on services offered and the operation of equipment. | A/I/T |
| **Qualifications** | |
| A sports/recreation or management qualification. | A |
| A REPs . CIMSPA recognised fitness industry based instructor qualification. | A |
| First Aid qualification. | A |