



Job Description - Gym Supervisor

Purpose:

To take the lead role in all aspects of the gym. The Gym Supervisor will ensure the efficient and effective operation of the gym, delivery of fitness related activities including day to day supervision of the gym, fitness staff and volunteers. You will ensure health and safety requirements are met and provide a range of fitness activities to members of the public.

- To act as Duty Officer, covering for annual leave, sickness and for periods as and when required. To be a key holder, open and close the building and be responsible for all activities on site when on Duty.

Reports to:

General Manager

Responsible for:

Staff and volunteers working within the gym and freelance fitness instructors delivering fitness classes

Salary:

Salary £23,080 per annum

Pattern of work:

You will be required to work a rota which will include evenings, weekends and bank holidays.

Key responsibilities:

- To promote a welcoming environment to all customers.
- Introduce membership offers to promote and increase memberships and drive the business forward.
- To plan and develop our fitness activity programs and gym use to ensure maximum business levels are achieved and also be community focused by developing a schedule to meet the local needs.
- To conduct fitness tests and prepare individual programmes for customers.
- To deliver fitness classes.
- To advise clients how to use exercise equipment correctly and safely.
- To maintain accurate and up to date records for customers in accordance with Centre's policy for data protection and freedom of information act.
- To maintain the facility to ensure the gym is safe, clean and checked daily to maintain safety standards.

- To ensure all gym equipment is maintained in a safe working order and action any repairs as required.
- To deal with or report any maintenance faults to the Operations Manager.
- To liaise with contractors on site when carrying out maintenance work and monitor the work being carried out.
- To implement membership schemes, with ongoing co-ordination and administration responsibilities.
- To complete monthly membership checks on the Clubwise system and contact customers in arrears.
- To be familiar with the Clubwise system and able to navigate/operate/adjust the front and back office system.
- Produce monthly membership figures in graph format.
- Interact with members/customers via social media.
- To attend meetings as required.
- To maintain the highest standard of professional conduct at all times with customers, colleagues, stakeholders and the general public, both at work and socially.
- To make a contribution to sharing ideas, knowledge and best practice to ensure the long term success of Splash Community Trust and the Plas Madoc Leisure Centre.
- To adhere to employment policies as detailed in the Employee Handbook.
- To follow all health & safety procedures in order to ensure the safety of you, colleagues, customers and others who may be affected by your behaviour.
- To uphold Splash's commitment to equality of opportunity to all by following the Equality & Diversity Policy.
- To support Splash in achieving its environmental aims and objectives.
- Be flexible with shifts changes that may be required due to sickness, holidays or emergencies.
- To maintain good working relationships with outside agencies and the general public in order to uphold the Centre's image.
- Work with the Senior Management team to produce an annual plan for activities to develop the business.

People management

- To line manage the gym staff and volunteers to ensure that staff are qualified and performing duties in a safe and courteous manner and comply with people management policies including performance management.
- Create rotas ensuring adequate staffing levels at all times, authorise and record annual leave, sickness and general HR issues.
- To identify and assist staff and volunteers with training and continuous professional development.
- Complete annual appraisals for your team.
- Take an active role in recruiting staff including short listing and interviewing.
- Update Teams and all relevant others with information.

- To record any staff absences in accordance with company procedures and arrange cover where needed.

Marketing & Events

- Contribute to the development of a marketing strategy along with the Sales, Marketing & Admin Officer to raise the profile of the Gym/Classes using all media platforms to maximise exposure.

Special conditions

- To act as Duty Manager and cover for annual leave, sickness and for periods as and when required.
- To carry out such duties as may be determined by the General Manager.

Person Specification for Gym Supervisor

Experience:

- Must be able to demonstrate experience of working within a busy gym environment within the public or private sector
- Must be able to demonstrate a clear understanding of customer needs, ensuring this is central to decision making and service delivery
- Must be able to demonstrate a good understanding of the operation of a gym including health & safety legislation
- Should ideally be able to demonstrate an understanding of how a third sector organisation operates; be sympathetic to the aims of Splash Community Trust; and be sensitive to the political nature of the organisation

Qualifications or Training:

Essential

- Must have at least 5 GCSE's or equivalent including Maths and English
- REP Level 2 qualified
- Relevant first aid qualification
- Should demonstrate evidence of Continuous Personal Development
- Experience of supervising a team

Desirable

- Ideally educated to A-level or equivalent
- REP Level 3 qualified
- Level 3 First Aid at Work
- A pool plant qualification would be an advantage

Practical Skills:

- Must have strong leadership and managerial skills
- Must be able to communicate with a wide range of people effectively at all levels, both orally and in writing, with an ability to motivate
- Must have excellent Information Technology skills
- Must have excellent product knowledge and experience of a wide range of gym equipment
- Must have the ability to empathise and work with customers of all age groups and levels of ability
- Must be able to work under pressure and meet deadlines
- Demonstrate a clear understanding of customer needs
- Must be able to work unsupervised and to agreed outcomes
- Must have a thorough and accurate approach to all work with the ability to apply set procedures
- Must have a flexible and adaptive attitude to change and do everything to make new approaches and methods work
- Must be able to work in a busy leisure environment
- Must be able to work as part of a team

Personal Qualities & Attributes:

- Must have an open, honest, approachable and pleasant, friendly personality
- Must have a high understanding of the commitment to a healthy lifestyle
- Must have a high level of personal integrity and motivation
- Must be confident and professional
- Must ensure personal appearance is of the highest standard of tidiness and hygiene
- Must accept the importance of maintaining and improving standards and strive to exceed expectations at all times

This post will require an enhanced disclosure under the Protection of Children Act 1999.