

<b>Post Details</b>		<b>Last Updated:</b> October 2023	
<b>Job Title:</b>	Health + Fitness Manager		
<b>Job Family &amp; Job Level</b>	Operational Services	Level 3	
<b>Responsible to:</b>	Sport & Fitness Programme Manager		
<b>Responsible for:</b>	Senior Fitness Instructor (Gym), Senior Fitness Instructor (Classes), Treatment Room Lead		
<b><u>Job Purpose Statement</u></b>			
<p>As the Health + Fitness Manager, within the Sport Operations Team. The post holder is responsible for the delivery of high-quality fitness activities and services to members and guests at Surrey Sports Park (SSP) They will help improve the health and fitness of all users, by managing a team of fitness professionals to deliver group and individual exercise programmes, as well as ensuring high delivery standards across the department. Key responsibilities of the role include:</p> <ul style="list-style-type: none"> <li>• <b>Staff Responsibilities:</b> Lead and manage the Fitness team by developing and executing plans to help deliver the Surrey Sports Park 2028 strategy. Motivate a team to deliver and develop a health and fitness offering including gym exercise, group exercise classes, courses and medical provisions with a joint up approach and cross referrals.</li> <li>• <b>Customer Experience and Journey:</b> The post holder is responsible for the member journey and retention of gym users by setting the standards of the Fitness team. This is to include gym inductions, programs and general gym floor service. The post holder is expected to work on member retention by working with other departments within SSP to keep customers engaged.</li> <li>• <b>Growth of Health and Wellbeing Services:</b> Support growth of treatment rooms, personal training services and review the utilisation of fitness classes</li> <li>• <b>Stakeholder Management:</b> Internal and external stakeholder management is key to this role. Leading on external relationships and developing internal relationships with Sport &amp; Exercise Science in increase the services SSP offers. Develop strong relationships</li> </ul>			
<b><u>Problem Solving, Accountability and Dimensions of the role</u></b>			
<p>The post holder is expected to work with minimum daily supervision but with clear guidance from the Sport &amp; Fitness Program Manager, to deliver a high-quality operation and service within the gym and the Treatment Rooms. The post-holder is expected to apply their technical and working knowledge of health and fitness in order to a seamless customer journey providing inductions, advice, training and assistance to all staff and visitors of the facilities.</p> <p>The post holder is expected to provide advice and solutions to routine day-to-day problems within the specialist area in which they are familiar. When faced with issues, the post holder is required to identify the nature of the problem or issue through analysis and to apply their judgement and initiative in order to find an appropriate resolution. Where the post holder faces issues/problems which are of a more complex nature and fall outside of the scope of the post holder's experience, guidance may be sought from their line manager. The post-holder is required to develop an understanding of the strategy and priorities of the Sports Park in order to contribute to decisions on how to develop sport activities in support of this.</p> <p>In collaboration with the colleagues across SSP, the post holder is expected to develop the health and fitness programmes on offer to the Sports Park's users. The post holder will monitor program effectiveness and make the necessary adjustments based on feedback from clients and implement fitness programs and classes to meet the needs of gym users. The post holder must have a confident communication style and is responsible for ensuring that all staff support the overall objectives of the department and that excellent service is delivered to SSP users. The post holder should create and foster a welcoming and supportive environment for all clients, to help address and answer customer inquiries, complaints, and provide feedback promptly and professionally.</p>			
<b><u>Background Information/Relationships</u></b>			
<p>Surrey Sports Park is at the heart of sport and physical activity in Surrey, and our mission is to deliver the best possible sport, health and wellbeing experience to our University of Surrey students and to the wider SSP community. We provide strategic added value to the University by delivering an outstanding student experience through social and competitive sport and providing an excellent environment for wellness and fitness for Surrey staff and students, and our community impact is significant both culturally and physically. The team is passionate and high performing, and the business model required us to deliver a self-sustaining, well managed and customer service focused business.</p>			



The post holder will work closely with all Sports Park staff and both internal and external guests.

*This job purpose reflects the core activities of the post. As SSP and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. SSP expects that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.*

*Should significant changes to the job purpose become necessary, the post-holder will be consulted and the changes reflected in a revised job purpose.*

<b>Person Specification</b> This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.		
<b>Qualifications and Professional Memberships</b>		<b>Essential/ Desirable</b>
GCSE level (numeracy and literacy) or equivalent vocational qualifications, plus basic relevant work experience Or A number of years experience within a similar role		E
Register of Exercise Professionals level 3 Fitness Instructor qualification or equivalent		E
First Aid Certificate		E
<b>Technical Competencies (Experience and Knowledge)</b> This section contains the level of competency required to carry out the role (please refer to the competency framework for clarification where needed).	<b>Essential/ Desirable</b>	<b>Level 1-3</b>
Experience of working in a gym/fitness environment	E	3
Experience of working independently and without close supervision	E	2
Experience of working within a customer focused environment.	E	2
Experience of managing the activities of self/and or others.	E	2
Understanding of health and safety requirements, with particular reference to the leisure industry.	E	2
Previous experience of working within a >2000-member Gym	D	NA
Good IT skills with the ability to learn new systems	D	NA
<b>Special Requirements:</b>	<b>Essential/ Desirable</b>	<b>Level 1-3</b>
To work during unsocial hours, including early mornings, late evenings and at weekends.	E	NA
Criminal Records Bureau Clearance	E	NA
<b>Core Competencies</b> This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). N/A (not applicable) should be placed, where the competency is not a requirement of the grade.		<b>Level 1-3</b>
Communication		2
Adaptability / Flexibility		2
Customer/Client service and support		3
Planning and Organising		2
Teamwork		2
Continuous Improvement		2
Problem Solving and Decision-Making Skills		2
Leadership / Management		1
Creative and Analytical Thinking		1
Influencing, Persuasion and Negotiation Skills		1
Strategic Thinking		NA

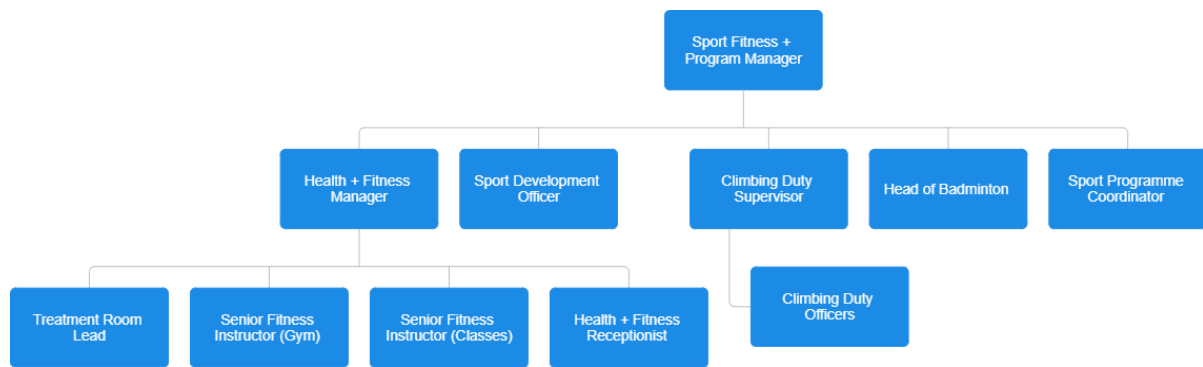
### Organisational Information

**All staff are expected to:**

Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the Surrey Sports Park Equal Opportunities Policy.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the Surrey Sports Park Health and Safety Policy.
- Excellent environmental performance is a strategic objective for the Surrey Sports Park. All staff are encouraged to work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Undertake such other duties within the scope of the post as may be requested by your Manager.



### Key Responsibilities

This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum) and should be read in conjunction with the accompanying Job Purpose.

- Design and implement – with support for the Fitness team – a Fitness offering including gym exercise, group exercise classes, courses, and personal training. Support community based health and fitness initiatives, such as exercise referral or junior gym.
- Responsible for the member journey and retention of gym users by setting the standards of the Fitness team and ensure these are upheld.
- Responsible for the completion of all health and safety checks within the fitness facilities, ensuring the relevant guidance for reporting any faults are followed and damaged equipment is removed/mended/replaced immediately.
- Act as the first point of escalation for any enquiries, feedback, and concerns within fitness areas around the Sports Park.
- Liaise with local and national partners across the broad member services and Sport and Fitness landscape to ensure the Sports Park offering is in line with latest trends and using insights and new information to develop new opportunities.
- Manage the expenditure budget for the Fitness related cost centres.

N.B. The above list is not exhaustive.