

JOB DESCRIPTION

Job Title: Sport & Fitness Supervisor

Grade: 2

Responsible to: Sports and Fitness Manager

Responsible for: Day-to-Day facility operations and duty of care to staff on shift

Job Purpose:

Working closely with the Sport & Fitness Manager, the Sport & Fitness Supervisors will oversee the daily running of the Sports Facilities and be responsible for the on-going development of projects / initiatives and events in order to meet operational targets and maximise user participation.

Provide effective support in the efficient running and operation of all Sports & Fitness Facilities and Services to ensure its users have a safe and enjoyable experience. Instruct, motivate and guide users to meet their full potential whilst using in the Sports Fitness facilities.

Main Duties and Responsibilities

In the absence of a member of the management team be responsible for all elements of the Sports Centre operations including the management of day to day, staffing and HR issues, class timetabling and bookings, open and close sports facilities in line with standard operating procedures, dealing with customer queries, health and safety issues, promotion and advertising and cash management.

To work as part the Sport & Fitness Team to ensure all current Sport and Recreation facilities, and any future facilities that are developed, are operated to their full potential in order to provide a cutting edge, first class service to its users.

Ensure the Sports Centre reception is operated efficiently, using the computerised and clerical systems. In particular, being responsible for daily cash procedures.

Conduct personal training programs and designing, developing and run all personal and group personal training programs for users.

Coach users on a range of fitness activities, designing, developing and running exercise classes as required.

Supervise the Fitness Facilities to ensure they are safe for users.

Optimise revenue generation from commercial activities, including sale of memberships, booking of facility space and merchandise.

Administer all sports and recreation program timetabling.

Maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.

Gather and analyse data relating to Sport and Recreation usage, identifying trends and make recommendations for action.

To communicate, liaise and maintain effective working relationships with colleagues within Falmouth University, University of Exeter, Falmouth Exeter Plus and the FXU, as well as external partners, individuals and organisations.

Ensure all facilities are kept clean and tidy, and all equipment is kept in a good state of repair in line with health and safety requirements.

To follow processes to ensure all staff and users adhere to facilities health and safety guidelines.

To work as part the Fitness Team to ensure all current Sport and Recreation facilities, and any future facilities that are developed, are operated to their full potential in order to provide a cutting edge, first class service to its users.

Assist in the Sports Centre reception area when required, using the computerised and clerical systems.

General Duties and Responsibilities

Deliver a level of customer service which meets and exceeds the expected standards. Ensure all people are dealt with efficiently and with appropriate regard to their needs.

Undertake reasonable duties which contribute to the success of the directorate and FX Plus as a whole.

Agree personal and team objectives and work to achieve them, developing both individually and collectively.

Actively participate in required organisational processes, courses and activities, constantly maintaining the required conduct.

Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Safeguarding.

PERSON SPECIFICATION

Post title: Sport & Fitness Supervisor

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	Educated to A Level standard or equivalent Nationally recognised level 2 & 3 gym instructor / personal trainer certificate	Specialist instructor certificate e.g. Physical Training, Circuit Training, Aerobics Qualified First Aider (or willing to obtain)
Experience / Knowledge	Specific experience working in a busy health and fitness environment Experience of cash handling Excellent practical and theoretical knowledge of all aspects of instruction in order to help users reach their specific goals, including people with disabilities Previous customer service experience	Experience of membership booking systems Experience of managing duty staff on shift
Skills / Personal Requirements	Flexible approach to work IT Literate Motivated and enthusiastic in the promotion of health and fitness Good oral and written communication skills with a friendly and approachable manner Ability to work on own initiative and as part of a team Requirement to pass an enhanced DBS check	