

**Job Description**

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| Job Title: | Fitness Manager |
| Faculty/Professional Directorate: | Commercial Services |
| Subject Group/Team | Hull Sport |
| Reporting to: | Head of Sport |
| Duration: | 2 Year (Fixed Term) |
| Job Family: | Administration |
| Pay Band: | 6 |
| Benchmark Profile: | Administrator Band 6 |
| DBS Disclosure requirement: | Enhanced |
| Vacancy Reference: | EST-097-LW |

**Details Specific to the Post**

**Background and Context**

In 2019 the University of Hull completed a £17m investment into the sport facilities; the Hull Sport Park. The Hull Sport Park proudly boasts world class on-campus sport facilities including the iconic Allam Sport Centre.

The Hull Sport service has a reputation for delivering first class sport services both on the main campus and in the community.

This is an exciting time to be part of the Hull Sport team and play a role in delivering an excellent customer experience for our students, staff and community in the region’s premium sport and fitness facilities.

The Hull Sport team is committed to encouraging people to join in, belong and grow in our community, together.

The gym at the Allam Sport Centre has recently undertake an equipment refurbishment creating an exciting space for a new Fitness Manager joining the Hull Sport Team.

Hull Sport sits within Commercial Services, playing a key role in delivering an excellent student experience on campus and supporting the wellbeing of all of our students.

### Specific Duties and Responsibilities of the post

* Responsible for leading and managing the Fitness Team and fitness offer at the University of Hull within the Hull Sport department

* To lead the day to day management of the all Fitness Facilities, services and programmes ensuring that the all fitness operations meet best practice in the areas of standards, health and safety, safeguarding and people development

* To lead the Fitness Team to achieve agreed key performance indicators for the Fitness Department including income, participation and satisfaction

* Inspire, coach and develop the Fitness Team through a programme of continual professional development that enables exceptional fitness services to our students and customers

* Be an active and positive member of the Hull Sport Leadership Team developing the whole service and our people, up holding our values, behaviours and brand standards

* To work in collaboration with the Performance Manager to ensure appropriate resource across the performance and fitness programmes and services

* Deliver enhancements to our fitness customer journey that aids retention and improved customer satisfaction

* To work with the Head of Sport and Business Development Manager to develop and deliver commercial fitness opportunities, leading performance against agreed commercial targets

* Provide sound financial management for the Fitness Department, producing required financial reports

* Engage with current and new partners associated with the Hull Sport to ensure all opportunities are maximised within the local community as well as the student population

* Manage all aspect of health and safety associated with the Fitness Facilities and services

* To undertake Duty Manager responsibilities as part of a Hull Sport Leadership Team weekend rota, this will be including whole facility management, opening and closing the facilities, supervision of operational staff, cash handling and enquiry handling
* Monitor and evaluate all aspects of service activity associated with the Fitness Department and report back to both internal and external stakeholder.

**GENERIC JOB DESCRIPTION**

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

### Overall Purpose of the Role

* The role holder:
  + Will have practical working knowledge of the systems, processes and procedures across a section or area of work
  + Will plan and prioritise own work and may be required to supervise the work of others and monitor progress within agreed objectives ensuring the effective use of resources
  + Will be expected to contribute to longer term developments within the department such as implementing improvements to working methods, policies and procedures
  + May have detailed knowledge of specialist systems and/or a broad understanding of a wide range of activities. This knowledge is gained by extensive practical experience and/or through formal instruction
* The work requires the use of initiative and judgement on how to address and resolve problems with minimal guidance and instructions from senior colleagues.

**Main Work Activities**

### Communication

1. Provide advice and guidance to managers, staff, students and visitors
2. Deliver established presentations to communicate information across Faculty/Dept/University
3. Attend meetings to report on information/data
4. Take notes and produce formal minutes at meetings when required
5. Format and edit publications
6. Draft and type formal documentation

### Teamwork

* May be required to supervise the work of others
* Provide advice and guidance to other members of the team

**Liaison and Networking**

* Represent the University at various events and working groups
* Co-ordinate with other Faculties/Departments to develop and maintain communication channels to enhance service provision and ensure best practice is followed

### Service Delivery

* Provide administrative support to colleagues including academic and administrative staff
* Provide administrative support to specific projects as required
* Manage small projects that contribute to improving service delivery
* Identify, develop and manage office systems to improve the efficiency and effectiveness of the Department
* Administer and monitor procedures to ensure effective delivery of the service

### Planning and Organisation

* Organise and represent the area and University at events
* Plan and monitor the work of others
* Co-ordinate departmental processes in conjunction with senior colleagues
* Expected to organise, prepare and service committees as appropriate
* Contribute to the longer term operational planning of the Faculty/Department

### Analysis/Data Inputting

* Record data and produce regular reports as required using Microsoft Office, other software and corporate systems
* Create spreadsheets to record relevant information
* Maintain, monitor and interpret information
* Provide and analyse statistical information to be included in relevant reports
* Use databases (internal/external) to support the work of the department
* Record data as required using Microsoft Office, other software and corporate systems
* Produce reports for routine analysis

### Additionally the post holder will be required to:

* Fulfil the employees’ duties described in the University’s health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
* Show a commitment to diversity, equal opportunities and anti-discriminatory practices This includes undertaking mandatory equality and diversity training
* Comply with University regulations, policies and procedures

**COMPETENCY SPECIFICATION**

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

**The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

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| **Competency** | **Identified by** |
| **Knowledge and Experience** |  |
| Evidence of substantial experience in a leisure/fitness environment covering a broad range of duties | **Application/Interview** |
| Evidence of successful leadership and management in the leisure/fitness industry | **Application/Interview** |
| Qualified to Level 3 REPs or CIMSPA recognised qualification | **Application/Interview** |
| Has a group exercise qualification with studio/delivery experience | **Application/Interview** |
| Can demonstrate the ability to use a broad range of products from the Microsoft Office suite and have the ability to learn new systems and software. | **Application/Interview** |
| Has an HND in relevant area or equivalent qualification and/or experience. | **Application/Interview** |
| Has an active approach to continuing professional development/undertaking training as appropriate for personal and professional development. | **Application/Interview** |
| **Communication (Oral and Written)**  Can demonstrate the ability to provide information in a suitable format so that the others’ needs are met and adjusts the level of content to help others understand. | **Application/Interview** |
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| **Teamwork and Motivation**  Can demonstrate the ability to delegate work to others and/or help to build co-operation to deliver team results. | **Application/Interview** |
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| **Liaison and Networking**  Can demonstrate the ability to make contact with others to ensure that information is exchanged and circulated appropriately to the right person at the right time. | **Application/Interview** |
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| **Service Delivery**  Can demonstrate the ability to seek ways to improve and adjust current levels of service. Deals with complaints and initiates contact with customers to obtain their reactions and views about the service and future needs. | **Application/Interview** |
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| **Planning and Organisation**  Can demonstrate the ability to ensure that the work is carried out effectively and that resources are available to meet demand. Identifies the need for further action and resources by monitoring progress. | **Application/Interview** |
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| **Initiative and Problem Solving**  Can demonstrate the ability to use initiative to recognise problems and offer solutions. | **Application/Interview** |
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| **Analysis/Reporting**Can demonstrate the ability to identify and use a range of data, with the ability to combine various data types to produce reports and perform basic analysis. | **Application/Interview** |