



<b>Job Description</b>	
<b>Job title</b>	Health and Fitness Manager
<b>Grade</b>	Scale J (Inclusive of all weekend, out of hours, evening working)
<b>Place Of Work</b>	A base will be allocated however the post holder is expected to work in any Volair facility.
<b>Accountable to</b>	Head of Operations, Senior Management Team.
<b>Responsible for</b>	Health and Fitness Team (Matrix Management in conjunction with the Facility Manager)
<b>Date reviewed</b>	September 2016

### **Purpose of the job**

1. To develop and improve the health and fitness offer across Volair facilities, incorporating fitness suites, group fitness and commissioned services i.e. GP referral programme.
2. To substantially improve the financial viability of health and fitness activities through increased membership numbers and the continuous improvement in levels of customer satisfaction and retention.

### **Duties and responsibilities**

1. To be responsible for the development of the Volair health and fitness offer and to play a key role in the development of membership sales and retention within the organisation.
2. To work with all Facility Managers to deliver a high quality service for customers and improve customer satisfaction.
3. Work in conjunction with Facility Managers to ensure that all procedures, systems and equipment within the Fitness Suites, meet Health and Safety requirements and are replaced as part of an equipment replacement strategy.
4. To identify training needs for health and fitness staff and to improve service quality through setting standards and regular training for continuing professional development.
5. To contribute to the development of strategies to achieve annual income targets in conjunction with the Senior Management team.



6. To liaise with all leisure centres, partners and key agencies to ensure a consistent approach to the management of the fitness suites and classes and quality of customer service.
7. To monitor and evaluate all work based on health, financial and customer satisfaction targets, including attrition, retention, and participation.
8. To develop and manage maintenance and cleaning regimes for all fitness suites, activity halls and equipment used for the purpose of health and fitness activities.
9. In conjunction with the Sales and Retention Manager, develop and support outreach programmes and organise outreach visits to organisations and events which could have an impact on membership sales.
10. To take a lead role in co-ordinating and improving the performance of fitness classes across all Volair facilities.
11. To produce and deliver reports and presentations relating to Fitness and Retention as directed by Senior Managers
12. To keep abreast of new innovations and best practice that will benefit Volair Limited and other colleagues.

### **Planning**

1. To prepare, in consultation with the Senior Manager/s, annual retention/attrition plans for the fitness suites.

### **Staff**

1. In conjunction with Facility Managers take responsibility for the direction, supervision and motivation of health and fitness staff in the execution of their duties.
2. Maintain staff discipline in consultation with Facility Managers.
3. Assist with recruitment, selection, appraisal, appointment, and training of relevant staff.
4. Monitoring of associated staffing levels and shift patterns, to ensure adequate levels of supervision.
5. Develop a sales culture across all associated staff, which includes written policies and procedures along with providing associated training.



### **Finance**

1. To be responsible for finances in accordance with the Volair financial procedures, including budgetary control and the maintenance of agreed records and targets regarding income in association with the Facility Managers
2. Ensure all financial procedures are strictly adhered to.
3. To assist the Head of Business Management in the preparation of associated budgets/targets for income and expenditure.
4. To contribute to the achievement of annual income targets as directed by Senior Managers

### **Other**

1. To undertake any other duties commensurate with the post and grade which contribute to the general purpose and objectives of the business.
2. To ensure that all duties are carried out in accordance with industry guidelines and Health and Safety requirements.
3. To ensure that Continuous Professional Development is undertaken on an annual basis in consultation with line managers.
4. Attend Management Team and other meetings associated with the post as directed by the Head of Business Management.

### **Health and safety**

1. To ensure compliance with all relevant Health and Safety regulations and policies
2. Manage Health & Safety in relation to all Volair guidelines
3. Control of Equipment ensuring that quality inspections and corrections are made as required.
4. Ensure that all equipment is cleaned and maintained in accordance with manufacturer's guidelines and industry best practice.
5. To ensure suitable and sufficient risk assessments are carried out taking into account employees capabilities.



6. To ensure that all staff under the post holders supervision are suitably qualified with regular ongoing training in place to meet with industry best practice guidelines.