

JOB DESCRIPTION

General Information

Job Title	Group Exercise Co-ordinator	Reporting To	Gym Managers
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General Purpose

- To coordinate the Studio timetable (working operationally with the Gym manager) across all Vivacity Sports Facilities ensuring excellent customer service and to deliver the fitness timetable.
- Manage the performance of the studios to exceed budget.
- To provide support to the Gym Managers.
- To maintain regular contact with customers through a variety of means to maximise their retention.
- To contribute to appropriate campaigns which will promote the Vivacity fitness brand and to co-ordinate ways of generating new income

Responsible for any Financials or Direct Reports

- The post holder has line management responsibility for:
- Coaches and Instructors

Key Deliverables

- To ensure that all classes are covered by appropriately qualified instructors, including holiday and sick cover
- To ensure that a high quality service is consistently provided within Vivacity Studios creating a welcoming environment and promoting increased use and repeat visits.
- To supervise the studios ensuring the safety, well being and motivation of customers.
- To ensure the correct use of the studio's and equipment in accordance with the centres operating procedures.
- To assist the Gym Manager in recruitment and selection of staff, ensuring they are properly trained, supported and developed in line with Vivacity's policies and practices such as Personal Development and Review and Quest principles.
- Act as a role model and mentor for the studio team
- Conduct one to ones with team members
- To support promotional initiatives and assist with customer consultation work, responding to feedback in a timely manner
- To provide group and personal fitness tuition to members ensuring customer needs are satisfied.
- To complete weekly and monthly reports and associated administrative duties for the monitoring and evaluation of classes
- Ensure classes are constantly delivered to the highest standards
- Ensure financial controls, Health & safety and legislative requirements are adhered to

Requirements – Experience

- Up to 2 years working in a fitness or similar customer service environment
- Leading and supervising a small team within the fitness industry or suitable equivalent
- Experience of delivering individual and group classes in a customer friendly manner
- Competent user of ICT
- Experience of dealing with customers and staff concerns
- Knowledge of health and safety best practise applicable to gym facilities.

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Requirements – Qualifications

- REPS Level 3 trainer
- First aid
- Management Experience in Leisure (Desirable)

Requirements – Personal Characteristics

- Commitment to excellence in customer service and a can do attitude
- Self Motivated, proactive and flexible
- Ability to travel between facilities as and when required by the needs of the service
- Good interpersonal skills to motivate, persuade and enthuse others
- Ability to innovate, adapt and be creative to achieve improvement
- Commitment to equality

Other Points

- The post holder is the key to the customer experience and will set the standard for our studio operation ensuring customers consistently receive a high quality experience. The health and fitness activity is key to Vivacity's financial success and has received high levels of capital investment in recent months to support our business objectives. The post holder will support the relevant managers in delivering agreed outcomes.