



December 2020

Dear Applicant

**FITNESS DUTY MANAGER  
THE GYM HUB – (WICKFORD, ESSEX)**

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Thank you for expressing an interest in the above vacancies.

Please find attached a Job Profile and Person Specification for the role. **You are advised to read our Important Applicant Guidance resources prior to completing your application form.** These resources are designed to support you in submitting a successful application form and to ensure you provide us with the information we need to assess your suitability for the role. Remember, your completed application is the only information we have about you and is what we will base the first stage of our selection procedure upon, so please complete all sections with a well-planned and positive approach. You may (if you wish) submit your CV to supplement your completed application.

**SUPPORTING INFORMATION SECTION – VERY IMPORTANT**

In this section of your application, you should **ONLY** address the criteria assessed at Application Stage (A) on the Person Specification, some of which are of high importance. Please provide clear **information, examples and evidence** to demonstrate these criteria. **Shortlisting will depend on how well you demonstrate your ability to meet the criteria assessed at Application Stage (A).** If you do not complete this section fully and/or only submit your CV, your application may not be successful at shortlisting.

Due to the requirements within the Asylum, Immigration and Nationality Act 2006, if you are short-listed and invited to attend a further competitive selection process, you must be able to produce **original** document/s from either **List A** or **List B** of the **Approved Documents List**, to demonstrate legal entitlement to work in the United Kingdom.

Please submit your completed application form as soon as possible, but in any event no later than **Sunday, 3<sup>rd</sup> January 2021** - we will not consider late applications.

The Company will hold your personal data on file (including electronically) as is necessary for the purposes of considering your application for employment with Impulse Leisure. The Company will only use your information for our legitimate business interests to consider your application. It will retain your information for a period of 6-months after the recruitment process has concluded, or longer subject only to appointment. For more information, please refer to the Candidate Privacy Notice which is included in this paperwork.

If you are shortlisted for an interview, you will be contacted after the closing date. If you have not heard from us within one month of the closing date, please assume that you have been unsuccessful. In the interest of economy we do not acknowledge receipt of applications.

Wishing you every success in your application, and thank you for the interest you have shown in our Company.

Yours sincerely

Lorna Mapson  
Human Resources Manager  
recruitment@impulseleisure.co.uk  
**Impulse Leisure – Head Office**



# JOB PROFILE

<b>JOB TITLE:</b>	Fitness Duty Manager
<b>LOCATIONS:</b>	Wickford, Essex
<b>HOURS:</b>	30 hours per week, with optional Personal Training (working hours to include early mornings, late evenings, weekend and bank holiday working patterns)
<b>SALARY:</b>	£9.50 - £10.54 per hour + performance related pay (non-contractual) & optional Personal Training income
<b>RESPONSIBLE TO:</b>	Club Manager
<b>RESPONSIBLE FOR:</b>	Day to day supervision of the buildings, operations and members of the public at the club whilst on duty, including customer supervision and guidance, cleanliness and maintenance of equipment and customer retention.
<b>LIAISON WITH:</b>	Members of staff, all Club management, external agencies, customers and the general public.
<b>PURPOSE OF JOB:</b>	<ol style="list-style-type: none"><li>1. To ensure the effective &amp; efficient running of the Club and to deal with situations as they arise on a day to day basis in line with Company policies.</li><li>2. To provide a quality support to the Club Manager to ensure tasks are completed within deadlines.</li><li>3. To assist the Club Manager in the supervision, safety, maintenance of equipment and customer retention within the Club.</li></ol>

## **KEY CORPORATE RESPONSIBILITIES**

1. To fully comply with and ensure, in conjunction with club management, compliance with all legislation including the Management of Health & Safety at Work Regulations 1999, Impulse Leisure's Health and Safety Policy and all locally agreed safe methods of work, in accordance with the individual Sites' normal and emergency action plans etc.
2. To maintain awareness of policies and practices within Impulse Leisure, and be aware of safeguarding matters regarding children, young people and vulnerable groups. We expect all our employees to report any concerns or allegations in accordance with our corporate policy and reporting procedures.
3. To promote and maintain an awareness of and proactive commitment to energy reduction, carbon and environmental management.
4. To wear with pride the correct staff uniform, with a name badge at all times, in order to set a good example and to present a professional image to the public.
5. To comply with and ensure, in conjunction with club management, compliance with Impulse Leisure's Customer Care Policy.
6. To actively ensure, in conjunction with club management, promotion of Equal Opportunities and Diversity and observe the standard of conduct in relation to both employment and service delivery.
7. To undertake additional training/qualifications, as and when required, in order to comply with current and future company initiatives and/or governing body guidance and best practice.
8. To speak positively and enthusiastically about the Company and its services to ensure that a professional company and brand image is provided at all times to customers and colleagues.

9. Adhere to Company protocol as laid out in the Employee Handbook, and subsequent changes/additions that may be issued from time to time.
10. At the discretion of the Club Manager / Senior Managers, any other activities as may from time to time be agreed consistent with the nature of the job described above.
11. Where necessary and required, to work together with other departments within the organisation to identify any process improvements and improve standards and efficiency.
12. To work at any Impulse Leisure's centres consistent with the nature of the post.

### **KEY ROLE SPECIFIC RESPONSIBILITIES**

#### Customer Care

1. To proactively interact with customers to make them feel welcome and part of The Gym Hub.
2. To provide support and guidance to all customers and to encourage and inspire people to achieve their potential/goals.
3. To actively identify and rectify, where/if they occur day to day customer care issues.
4. To ensure all customer queries, comments or issues are dealt with appropriate care and attention and in line with the Customer Care Charter/Policy and Brand Standard.

#### Health & Safety

1. To ensure all work practices are completed in a safe manner. Where this is impossible, in conjunction with the Club Manager to close / prevent any activity from taking place that is unsafe until a safe method of work can be implemented.

#### Human Resources

1. To ensure you adhere/comply to/with Company policies and procedures.

#### Operational

1. To undertake the locking, unlocking and security of the premises and to participate in an out-of-hours and call-out rota for alarm activations etc.
2. To undertake cleaning tasks in line with the site cleaning schedules to ensure all areas of the site are clean and presentable for customers to use.
3. To undertake the required Daily Facility Checks and site inspections to ensure the site is safe and fit for use by staff and customers, ensuring proactive remedial works are taken with appropriate levels of urgency to repair any damage to the building or equipment.
4. To manage the operational aspects of the site, ensuring all planned preventative maintenance of equipment is undertaken to ensure the continual operation and service of the building and the equipment within.
5. To maintain accurate records of all aspects of operation.
6. To teach, supervise and monitor exercise to all members of the public.
7. To regularly monitor, supervise and communicate with clients to promote retention.
8. To actively promote membership sales for the Club in line with the package on offer at the time, in accordance with agreed targets.
9. To maintain the facilities to the highest standards, for example, report/repair breakdowns immediately, cleaning on a rota basis, etc...
10. To attend appropriate meetings and team briefings and report on aspects of the programme as and when required.
11. To complete Key Performance Indicator (KPI) sheets in line with corporate requirements.
12. To complete assigned tasks daily in accordance with the Daily Task Sheet
13. To undertake fast classes whilst on duty in line with company requirements.
14. To undertake sales duties if required including, walk in's, telephone calls and emails where required by the Club Manager.
15. To participate in sales events such as leaflet drops and outreach events in line with the requirements of the business.

Training

1. To maintain, or obtain within 6-months of employment, a HSE approved First Aid at Work qualification, CIMSPA Health & Safety Management qualification and an AED/Defibrillator Certificate as directed by the organisation, and to re-qualify in line with best practice and/or governing body guidance.
2. Personal commitment to continuing professional development (CPD) and to key areas of development for the Company, that will contribute to your learning, and widen your experience within the leisure industry i.e. active membership of CIMSPA and maintaining an annual membership fee is an express term of your continued employment with Impulse Leisure.

Quality Management

1. To assist the site's Management team in the management and review of the Quality Management System.
2. To use time management skills to ensure all tasks are completed accurately, as per instruction and to the provided deadline.

Other

1. To assist in the promotion of facilities and services offered at the club.

The post holder **may** be required to work at any of the Company's facilities as required, and may be required to stand in for staff on annual leave, training courses, etc., or at short notice in the event of, for example, illness. To obtain maximum efficiency the post holder will be involved in a rota of hours, which can vary according to the programme.

The normal working hours inevitably contain an unsociable element that involves evenings, weekends and Bank Holidays worked on a rota basis and subject to regular reviews in order to improve efficiency and address the total demands of the service. The salary of the post has been determined as complete recompense for the above working arrangements.

In the course of your duties you may have knowledge of, or access to information that is confidential. It is essential that such information is safeguarded in accordance with the General Data Protection Regulation 2018; it should not be published or divulged other than to authorised personnel, or used for any unofficial purposes. In cases of doubt about what is confidential or who is authorised, your manager must be consulted.

*This document does not constitute an exhaustive list of all duties relating to the post, but indicates the main areas of activity. From time to time it may be necessary to vary the duties, in consultation with the post holder, to take account of changing operational requirements, the introduction of different working methods, etc...*



# PERSON SPECIFICATION

**JOB TITLE:** Fitness Duty Manager

**INFORMATION FOR APPLICANTS:**

The person specification provides an outline of the experience, skills and abilities we expect the successful candidate to possess. You should match your own skills, experience, and abilities to those listed below. **You must tell us in what way you meet the criteria asked for; a sentence or two of explanation with examples will help us to assess your application.**

Applicants with a declared disability will be guaranteed an interview where they score at least 2 (out of a 0-3 scale) on each of the criteria weighted with High Importance, i.e. score of 2 multiplied by the criteria weighted 3 = 6.

**Key:** A – Application; C – Certificates; I – Interview; PA – Practical Assessment

**\*Weighting Scale:** 3 – High Importance 2 – Medium Importance 1 – Low Importance

CATEGORY	CRITERIA	WEIGHTING (*SEE ABOVE)	How ASSESSED (SEE 'KEY' ABOVE)
<b><u>Skills, Abilities and Knowledge</u></b>	1. Enthusiastic, able to strike a rapport and inspire/motivate customers.	3	I, PA
	2. Excellent customer service.	3	I, PA
	3. Ability to motivate members individually or as part of a group.	3	I, PA
	4. Capable of working as part of a team.	3	I
	5. Self-motivated, able to work on own initiative.	3	I
	6. To maintain an awareness of and commitment to equal opportunities.	3	I
	7. Ability to achieve set targets as required by the business.	2	I
<b><u>Special Knowledge</u></b>	1. Knowledge and understanding of what affects membership retention and attrition	2	I
	2. Diet and nutrition knowledge	1	I
<b><u>Experience</u></b>	1. Previous experience of working in a gym environment	3	A, I
	2. Experience of working with customer retention computer programs, e.g. Wellness System	2	A, I
	3. Knowledge of MRM +2 reception and Membership systems	2	A, I
	4. Experience of being a key holder	2	A
<b><u>Education/Qualifications</u></b>	1. Must have Register of Exercise Professionals/CIMSPA accredited Gym Instructor Qualification of level 2 or above.	3	A, C
	2. Register of Exercise Professionals/CIMSPA accredited Personal training qualification at Level 3.	2	A, C
	3. Register of Exercise Professionals/CIMSPA accredited GP Referral qualification.	1	A, C
	4. Current First Aid at Work Certificate, or ability to gain qualification within 6 months of employment.	3	A, C
	5. AED/Defibrillator Certificate, or ability to gain qualification within 6 months of employment.	3	A,C
	6. Active membership of CIMSPA as an individual or the ability to obtain and maintain membership	3	A,C
	7. CIMSPA Health & Safety Management Certificate or equivalent, or ability to obtain qualification within 6 months of employment	3	A, C

<b><u>Other</u></b>	1. Flexible attitude and approach towards work duties and hours e.g. able to work shifts, at evenings, and at weekends.	3	1
	2. Must be willing and prepared to undertake any additional training necessary in order to fulfil the requirements of the role, and to comply with current and future company initiatives e.g. Inclusive Fitness Initiative.	3	1
	3. Personal commitment to CPD	3	1

## **FITNESS DUTY MANAGER QUALIFICATION INFORMATION**

### **Important Information**

**Fitness Duty Managers within The Gym Hub (Impulse Leisure) are required to hold a First Aid at Work Certificate (FAW), CIMSPA Health & Safety Management Certificate (or equivalent) and an AED/ Defibrillator Certificate.** If the successful candidate does not already hold some, or all of these qualifications, the necessary training will be provided at the Company's cost\*, and the individual will be expected to pass the qualifications, within 6-months of their commencement, as a condition of continued employment. There is a responsibility on the individual to commit to undertaking the necessary training required. **\*Subject to signing a training contract.**

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### **First Aid at Work Certificate (HSE Approved Course)**

Course Prerequisites: None.

Length of course: 3 days.

Course content:

A range of subjects are covered in:

- Legalities, responsibilities and reporting
- Heart attacks
- Dealing with an unresponsive casualty
- Eye injuries
- Fractures and spinal injuries
- Choking
- Control of bleeding
- Chest injuries
- Assessment of the situation
- Diabetes
- Shock (including Anaphylaxis)
- Asthma
- Head injuries
- Poisoning
- Sprains and strains
- Stroke
- Burns
- Epilepsy
- Resuscitation
- Bandaging

Course duration:

This course runs over 18 hours spread over at least 3 days.

Assessment method: Summative practical assessment is on-going by the instructor each day, along with a written assessment on each day.

## **CIMSPA Health & Safety Management Certificate**

Course Prerequisites: None.

Length of course: 3/4 days.

### Course content:

Introduction to Health and Safety at work	Electrical safety
Health and safety legal requirements	Workplace welfare
Management of Health and Safety regulations	Manual handling and basic ergonomics
Risk assessments	Management systems
Hazard identification	Violence at work
Risk level quantification	Enforcement issues
Implementing control measures	Accident philosophy
Monitoring and reviewing requirements	Safe use of work equipment
Reactive/active monitoring	Workplace transport
Safe use and storage of hazardous substances	Noise at work
Stress	

Assessment method: Multiple-choice examinations and a Level 3 post course written assignment (where applicable)

## **RLSS AED (Automated External Defibrillator) Certificate**

Course Prerequisites: National Pool Lifeguard Qualification, First Aid at Work or Emergency First Aid at Work

Length of course: ½ day.

### Course content:

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|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Priorities of casualty management</li><li>• Chain of survival</li><li>• Cardiac arrest</li><li>• Airway management</li><li>• CPR</li><li>• Guidelines for use of an AED</li><li>• Placement of pads</li><li>• Using an AED in a swimming pool environment</li></ul> | <ul style="list-style-type: none"><li>• Use of oxygen</li><li>• AED flowcharts</li><li>• Minimising interruption to chest compressions</li><li>• Children and AED</li><li>• Safety when using an AED</li><li>• What to store with an AED</li><li>• Managing regurgitation</li><li>• Recovery position</li></ul> |
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### Assessment:

On-going tutor assessment.