

## Job Description

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|------------------------|--------------------------------------|
| <b>JOB TITLE</b>       | Fitness & Lettings Manager           |
| <b>JOB FAMILY</b>      | Thinking Fitness & Thinking Lettings |
| <b>REPORTING TO</b>    | Fitness & Lettings Regional Manager  |
| <b>RESPONSIBLE FOR</b> | Fitness & Lettings Officers          |

## Job Purpose

The Fitness & Lettings Manager will be responsible for:

### Operational Management

- Ensuring all public Fitness and lettings facilities/bookings across all schools are operated safely, effectively and efficiently.
- Ensuring all relevant Risk Assessments, Operating Procedures & Fire Assessments are updated, managed and observed.
- Ensuring the successful operation of the facilities and delivery of programmes of activity either in-house or through selected third parties.
- To work Duty Manager shifts.
- Formulating and monitoring realistic performance and customer service measures.
- Produce an exercise class timetable that is popular amongst members.
- Reviewing Thinking Fitness and Lettings weekly and monthly income.
- Ensuring that activities and plans remain consistent with the Trust's primary goal to deliver its educational objectives.
- Be the first point of contact and lead on any sports centre or lettings operations.

### Staff Management

- Managing and developing staff, including recruitment, training, rotas and managing annual leave.
- Compliance with all relevant regulatory requirements, GDPR Management and Trust policies.
- Leading and motivating the team to deliver on financial and operational plans.
- Holding regular staff meetings/performance reviews and maintaining records accordingly.
- Managing the Thinking Fitness freelance class instructors, ensuring all invoices are paid on time and annual leave classes covered.
- To cover team annual leave and sickness.

### Business Development

- Ensure revenue streams are maximised, by developing relationships with potential new letting groups and clubs.
- Supporting with ways to expand the Thinking Fitness membership base.

- Working with the marketing department to develop marketing collateral for Thinking Fitness and Thinking Lettings, including responsibility for an effective online presence. A particular focus will be on the acquisition and retention of members.

#### **Stakeholder Management**

- Managing relationships with existing clubs and/or groups that use our school's facilities and ensure required documentation is in place for all bookings.
- Manage the invoice process for bookings, ensuring invoices are correctly processed and arrears payments and policies are correctly chased and followed.
- Development of community partnerships from a user and programme perspective, including sports clubs, charities and residents' associations.
- Working with other Trust staff, including Head Teachers and department leads to ensure an appropriate balance between the schools' usage requirements and wider community use of facilities.
- Working with Trust facilities teams to prevent and rectify any facility issues, ensuring a safe facility is provided for staff and customers.
- Work together with Trust facilities staff to effectively manage evening and weekend lettings.

#### **Customer Engagement**

- Working with users of the facilities (pupils, staff and local community) to encourage high levels of engagement.
- Acting as a role model, showing the benefit of a healthy lifestyle to users of our facilities.
- Working with the school heads to support the encouragement of sports and leisure activities to pupils through shared activities and taster sessions.

#### **Additional Duties and Responsibilities**

- Working with users of the facilities (pupils, staff and local community) to encourage high levels of engagement.
- Acting as a role model, showing the benefit of a healthy lifestyle to users of our facilities.
- Working with the school heads to support the encouragement of sports and leisure activities to pupils through shared activities and taster sessions.

#### **Generic Duties relevant to all members of Staff**

##### **Working with colleagues and other relevant professionals**

- Communicate effectively with other staff members, customer and service users.
- Collaborate and work with colleagues and other relevant professionals within and beyond the Trust.
- Develop effective professional relationships with colleagues.

#### **Professional development**

- Help keep their own knowledge and understanding relevant and up-to-date by reflecting on their own practice, liaising with their line manager and identifying relevant professional development to improve personal effectiveness.
- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the Trust.
- Take part in the Trusts appraisal and performance management procedures.

#### **Personal and professional conduct**

- Uphold public trust in the education profession and maintain high standards of ethics and behaviour, within and outside school.
- Have proper and professional regard for the ethos, policies and practices of the Trust, and maintain high standards of attendance and punctuality.
- Demonstrate positive attitudes, values and behaviours to develop and sustain effective relationships with the Trust community.
- Respect individual differences and cultural diversity.

#### **Customer Service**

- All staff will be required to mirror our philosophy and take pride in offering a fantastic customer experience to all stakeholders modelled on our four Customer First Values - Trusted, Solution Focused, Approachable & Timely.

#### **ICT**

- It is expected that all teaching and support staff follow the ICT Vision of the Trust.
- All staff will be expected to utilise ICT and to improve communication and reduce paper use. Security procedures must be followed when using ICT systems.
- All staff are expected to follow the procedures as laid out in the Trust's Acceptable Use Policy. Staff are also expected to ensure that they follow Trust policies with regard to professional conduct when using ICT systems or Trust ICT equipment.

#### **Health and Safety**

- Employees are required to work in compliance with the Academy's Health & Safety Policies and under the Health and Safety at Work Act 1974 (as amended), ensuring the safety of all parties they come into contact with, such as members of the public, in premises or sites controlled by the Trust.
- In order to ensure compliance, procedures should be observed at all times under the provision of safe systems of work through safe and health environments, including information, training and supervision necessary to accomplish those goals.

#### **Equal Opportunities**

- To actively promote the Trust's Equal Opportunities Policy and observe the standard of conduct which prevents discrimination taking place, maintaining awareness of and commitment to Equal Opportunity Policies in relation to both employment and service delivery.

### **Safeguarding**

- TSfE are committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. All staff are to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Thinking Schools Academy Trust. Any safeguarding or child protection issues must be acted upon immediately by informing the Designated Safeguarding Lead.

### **Data Protection**

- The Thinking Schools Academy Trust takes the responsibility of protecting and securing the data of Pupils, Staff, Parents and all associated individuals very seriously. The Trust requires all staff to complete data protection training and to adhere to its Data protection policies and procedures. All staff must ensure that if they suspect a data breach they must inform the Trust Data Protection officer immediately.

This job description forms part of the contract of employment of the person appointed to the post. The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time at the discretion of the Trust. This job description will be reviewed annually and is an integral part of the Appraisal and line management process.

The duties and responsibilities in this job description are not restrictive and the post-holder may be required to undertake any other duties that may be required from time to time. Any such duties should not however substantially change the general character of the post.

I understand and agree to the job description of Fitness & Lettings Manager

Name:

Signed:

Date:

## Fitness & Lettings Manager

### Person Specification

| Essential  | Desirable  |
|--|--|
| <ul style="list-style-type: none"> <li>• Operational management experience in the sport and leisure industry, including health and fitness facilities and artificial turf pitches.</li> <li>• Experience of stakeholder management, with the ability to persuade and influence a wide range of individuals and groups.</li> <li>• Successful track record in the delivery of targets alongside operational KPIs.</li> <li>• Team leadership, management and development experience, with staff development at the forefront.</li> <li>• Knowledge and experience of undertaking and implementing risks assessments for sport/leisure/school facilities and the implementation of appropriate health and safety policies and procedures.</li> <li>• Enhanced DBS check or willingness to undergo check.</li> <li>• Passion for sports, physical activity and healthy lifestyles.</li> <li>• Hard working and determined with a mind-set of attention to detail and commitment to excellence.</li> </ul> | <ul style="list-style-type: none"> <li>• University degree educated and professional qualifications.</li> <li>• Level 2 Fitness Instructor Qualification or Level 3 Personal Trainer Qualification, or the ability and willingness to acquire this qualification.</li> <li>• Experience in education and working in large schools.</li> <li>• IT literate and able to work with a range of programmes and applications.</li> <li>• Experience in business development including sales and negotiation, ideally in the sport and leisure industry.</li> <li>• Specific sport and leisure marketing experience.</li> </ul> |