

## Job Description

<b>Job Title:</b>	Fitness and Wellbeing Manager – Thamesmead
<b>Contract Type and Employment Period:</b>	Permanent
<b>Salary (FTE):</b>	£36,405 per annum inclusive
<b>Hours of Work per week:</b>	Full Time, 37.5 hours
<b>Accountable to:</b>	Head of Programmes - South
<b>Responsible for:</b>	Freelance Instructors - Personal Trainers and Sports/ Fitness Instructors and Volunteers. Activities co-coordinators.
<b>Location:</b>	Thamesmead
<b>Key Liaisons:</b>	Exec Team, Children Services Leads/ Housing Team/Staff/ Members/ Parents/ Guardians/Schools and External Agencies, Local Authorities/ Strategic Data Manager/ Sales and Marketing Team.

### 1. Organisational Context

We are a charity and have been serving the local community for over 130 years. Whilst our focus is on young people, we work with all members of the community, in the belief that everyone should be able to reach their full potential, regardless of their background. We call this a youth minded community approach. We work across a number of boroughs including Havering, Barking and Dagenham, Dartford, Greenwich and Ashford. We work from the following locations; Romford, Dartford, Greenwich and Ashford.

We provide a wide range of services in the local community; these include supported accommodation, children’s, youth and family work and health & wellbeing facilities.

We want all of our staff to thrive. We are committed to work life balance, having fun, and inspiring each other to great things. We believe our leaders should make a real and significant difference to our organisation. We focus on people strengths as a basis for leadership development.

### 2. Role Summary

YMCA Thames Gateway are launching a new YMCA Hub in the Thamesmead area offering a range of services, including a Nursery, Sporting provision, Sailing and Outdoor Education and management of a Youth Centre. Thamesmead is undergoing a long term renovation project being led by Peabody. YMCA Thames Gateway have been invited to partner with Peabody to offer a substantial amount of the community services that will be required by both the current established community and new community members as the population grows. The vision for the Thamesmead project is to ensure that Young People are empowered and upskilled to lead and deliver the services that we offer. This will include

developing young people into young leaders, who will central to the local governance and development strategy.

As a highly skilled Health and Wellbeing Manager you will have overall responsibility for developing the fitness and wellbeing offer at the Thamesmead Hub. This offer will consist of 4 main components:

- Development and management of the group fit exercise classes programme
- Development and management of the football facilities, including developing rental and direct delivery
- Development, marketing and delivery of an outdoor education service, including climbing, sailing and kayaking
- Supporting a youth training programme and integrating young leaders into the delivery of the fitness and wellbeing work

You will develop new work standards that fit with the current business planning, including increased usage/ rental of the football pitches, implementing and marketing a fitness class offer, and relaunching the outdoor education facilities. Over time you will hone and improve the offer to the local community ensuring they have a voice as key stakeholders.

You will be actively involved in all aspects of our fitness and wellbeing offer to members, schools, families and local community groups. As a highly experienced manager you will take the lead in ensuring our fitness and wellbeing offer is financially sustainable, while also responsive to local community needs. You will recruit and manage a team of fitness instructors, personal trainers and coaches that will support you in developing new fitness and wellbeing offers to schools, and community groups, while also ensuring high retention of our paying member.

You will have the opportunity to create spaces that support local families to priorities their fitness and wellbeing, and to gather in positive and dynamic environments. You will work to high standards and drive results, ensuring that the work carried out support children and families to belong contribute and thrive.

### **3. Main Duties & Responsibilities**

- To oversee the programme of delivery of fitness and wellbeing services within the Hub and its local community, including schools, community and group fit, football offers.
- Develop an outdoor education offer for local schools and youth groups, and community members.
- Support young people to actively deliver fitness and wellbeing programmes.
- To manage the rotas and timetables within the fitness and wellbeing facility.
- To manage the leisure data systems
- To communicate effectively with users groups to ensure they are able to maximise their connections with the YMCA
- Ensure that all services are high quality and well attended in line with the department performance indicators, customer service standards and occupancy targets

- To increase the membership of the fitness facility through development of new dynamic services and targeting new audiences within the local community
- To lead on the development and implementation of relevant systems and processes including, induction and retention of members, management of HALO retention tool,
- Ensure that all members are able to achieve their fitness and wellbeing goals and are supported to belong contribute and thrive
- To lead on the development of accredited training within the fitness offer
- To ensure all of the priority areas of delivery (above) have full programmes that support the needs of our different user groups
- To support the sales and marketing effort and promoting key messages about the effectiveness of health and wellbeing services in supporting young people and their families to belong contribute and thrive.
- To manage the department's Income, Expense and Wage budgets effectively and in line with contribution expectations
- To manage all staff in the department including supervisions, observations, payroll, holidays, sickness.
- To ensure all staff are working to a high standard and that the department are compliant with industry standard marks such as IFI. To ensure individual staff members are working to the department quality care standards and provided with improvement plans as required.
- To actively engage residents to ensure their benefit from the health and wellbeing offer.
- To actively develop the fitness and wellbeing team enabling them to grow in their abilities to offer specialist services and take on leadership roles and responsibilities.
- To work with other departments to champion the importance of health lifestyle and wellbeing.
- To lead on attracting funding that support 'mission centred' work.
- To support a team of young leaders to become fully active in supporting the work of the department.
- Ensure that all facilities are fit for purpose and convey the high standards expected of the fitness and wellbeing services.
- To act in a professional and responsible manner at all times whilst in the YMCA, and to contribute to the creation of a climate of mutual trust
- To lead team meetings and inspire the team to high performance.
- To attend internal and external meetings and courses as and where required or deemed necessary.
- Where necessary, to ensure that any problems, breakdowns etc. are reported and that the Maintenance Staff are informed for prompt action in order that the levels of customer care is maintained.
- To ensure that YMCA Policies and Procedures are adhered to at all times, including safeguarding standards.
- To ensure that Health & Safety Standards are maintained at all times.
- To be presentable, punctual and approachable at all times.
- To work collaboratively with other sites and wellbeing leads from other Hubs to develop new work stands and standardise the quality of delivery across the whole of the YMCA Thames Gateway
- To carry out any other tasks deemed appropriate and necessary by the Head of Programmes – Romford

#### **4. Personal Development**

Agree and review personal development objectives annually with your line manager and undertake agreed professional development.

## **5. General**

- There may be occasions when the post holder may be required to work at any other of the YMCA TG sites/offices in line with service needs.
- The post holder must at all times carry out his/her responsibilities with due regard to YMCA TG policies and procedures in particular Equal Opportunities, Health & Safety, Confidentiality, Safeguarding and Data protection.
- All staff have a responsibility to participate in the YMCA TG Individual Performance Review Scheme and to contribute to their own development, and the development of any staff they appraise or are responsible for.
- The above Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the service.

## **6. Confidentiality**

In the course of your employment you will have access to confidential information relating to YMCA TG business. You are required to exercise due consideration in the way you use such information and should not act in any way, which might be prejudicial to the YMCA TG interests. Information which may be included in the category which requires extra consideration covers both access and to the general business of the YMCA TG and information regarding individuals. If you are in any doubt regarding the use of information in the pursuit of your duties you should seek advice from your manager before communicating such information to any third party.

## **7. Data Protection**

YMCA TG is registered under General Data Protection Regulations (GDPR). You must not at any time use the personal data held by YMCA TG for a purpose not described in the Register entry or disclose such data to a third party. If you are in any doubt regarding what you should or should not do in connection with the General Data Protection Regulations you must contact the Association's Data Protection Officer.

## **8. Safeguarding**

YMCA TG is serious about safeguarding. The YMCA TG is committed to protecting the welfare of all children, young people and those adults who may be at risk of harm, as they participate in its services and/or activities. There are policies and procedures across our businesses to ensure a focus on the safety of children, young people and those adults who may be at risk of harm. Employees and volunteers throughout YMCA TG are responsible for ensuring they are familiar with these and new employees and volunteers are appropriately inducted. Any concerns in relation to Safeguarding should be reported to departmental Safeguarding Leads in the first instance and/ or escalated to the Executive Safeguarding Lead.

## **9. Equal Opportunities**

YMCA TG is an Equal Opportunities employer and all employees are required to abide by and promote the policy and code of practice, as well as being aware of and operate within all relevant legislation.

**10. Health & Safety**

Employees must be aware of the responsibility placed on them under the Health and Safety at Work Act (1974) to maintain a healthy and safe working environment for both staff and visitors. Employees also have a duty to observe obligation under YMCA TG and departmental Health and Safety policies, and to maintain awareness of safe practices and assessment of risk.

**11. Financial Regulations**

All staff are responsible for security of the property of the YMCA TG, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform with the requirements of the standing Orders, Standing Financial Instructions and other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

**12. Job Description Agreement**

**Job Holder's  
Signature:**

**Date**

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**[Managers]  
Signature:**

**Date**

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**Prepared By:**

**Name: Joanna Read  
Title: Director of Programmes.  
Date: 05/08/2019**

**Evidence Assessed By - Key**

A = Application Form / CV

I = Interview

T = Testing / Assessment

P = Presentation

**Person Specification  
(Fitness and Wellbeing Manager - Thamesmead)**

No.	Criteria	Essential	Desirable	Assessed By
<b>Education / Qualifications</b>				
1	NVQ Level 4/5 or equivalent in in Sports and Leisure Management , or Sports specific qualifications	<b>X</b>		<b>A</b>
2	Management qualification at level 3 or above or relevant certificates/ experience in project management		<b>X</b>	<b>A</b>
3	Specific qualification in Personal Training and or working within outdoor education/ football coaching		<b>X</b>	<b>A/I</b>
4	Safeguarding Qualification		<b>X</b>	<b>A</b>
5	First Aid		<b>X</b>	<b>A</b>
<b>Experience</b>				
6	Experience in effectively leading teams to a high performance	<b>X</b>		<b>A/I</b>
7	Experience in managing recruitment and retention of members	<b>X</b>		<b>A/I</b>
8	Experience in managing sports leisure and outdoor education facility	<b>X</b>		<b>A/I</b>
9	Experience in embedding organisational values within the culture of leisure facility	<b>X</b>		<b>A/I</b>
10	Experience of collaborate working with local authorities and local community partners to delivery health and wellbeing agendas	<b>X</b>		<b>A/I</b>
11	Experience of championing integrations within a community setting		<b>X</b>	<b>I</b>
12	Experience in motivating and Inspiring teams behind a joint vision , including freelance members of staff	<b>X</b>		<b>I</b>

<b>Skills &amp; Abilities</b>				
13	Ability to set Key Performance Indicators for teams and use data to drive performance.	<b>X</b>		<b>T</b>
14	Excellent customer services skills	<b>X</b>		<b>I</b>
15	A strategic thinker who is able to develop clear strategies and plans to aid retention, member engagement and integration	<b>X</b>		<b>I</b>
16	Able to develop team giving people the scope to do well and contribute to success	<b>X</b>		<b>I</b>
17	Able to develop systems and process for others to follow and standardise practice within the facility	<b>X</b>		<b>I</b>
18	Able to lead change - being realistic, transparent and clear on challenges.	<b>X</b>		<b>I</b>
19	Able to manage budgets responsibility – planning monitoring - responding to changing customer demands	<b>X</b>		<b>I</b>
20	Able to use data to deliver a strategic improve plan for their area of work, identifying clear milestones for success	<b>X</b>		<b>A/I</b>
<b>Personal qualities</b>				
21	Motivated with a passion for community empowerment and engagement	<b>X</b>		<b>I</b>
22	Strong inter personal skills with the ability to inspire confidence and support for others	<b>X</b>		<b>I</b>
23	Creative and curious with a willingness to try new initiatives in relation to the fitness and wellbeing environment.	<b>X</b>		<b>I</b>
24	Knowledge of Safeguarding and H&S standards and application of such standards in own work environment.	<b>X</b>		<b>I</b>

**Please read the additional Core Competencies document, enclosed:** The post-holder will be expected to demonstrate the skills, knowledge and behaviours outlined in the YMCA TG Competencies document, at a level appropriate to that at which they are operating.