

POST TITLE: Sport Centre Team Member	GRADE: National Living Wage
RESPONSIBLE TO: Operations Manager, Futura Commercial Services	

Responsible for:

No direct reports

Purpose of role:

To facilitate the sports and fitness product in monitoring and reviewing members' fitness needs and managing the processes required to achieve this. To competently assist the sports centre guests and members in their fitness and booking experience each and every time, delivering a positive end to end customer experience.

- Be a role model for all centre staff, leading by example in operational excellence.
- Teach or be an ambassador for sports centre classes and signature products and competently guide and assist members and guests through sports centre proprietary products.
- Ensure you are up-to-date with the latest developments within the fitness industry, the benefits of exercise, sport centre product knowledge, processes and initiatives.
- Ensure clean, safe and functional gym, sports hall/pitches, studio areas and equipment, at all times by pro-actively living and breathing excellent operational standards.
- Make great connections with all members and guests at relevant contact points throughout the centre.
- Use the IT systems competently to fulfil your duties.
- Play a key role in the sales and retention of centre members.
- Completing any additional activities as requested by your general manager, operational manager or business development manager.

Principle Accountabilities:

For our members/guests

- Providing an excellent experience to all guests and visitors to the centre, greeting them by name and making great connections.
- Providing adequate gym floor cover/support at all times and where applicable teaching high quality classes, always on time, encouraging others to join and ensuring members and guests leave with a positive experience.
- Providing and reviewing fitness services to members and guests including health checks, inductions, 1-2-1 (level 3+ only) and class support.
- Taking ownership of feedback, compliments and complaints received according to the Futura Commercial Services complaints policy and escalating when appropriate.
- Always striving to go further for our guests and members and inspiring them to go further in life.

For our people/team

- Ensuring all workbooks/CPD/Training is complete, for yourself.
- Must be able to support the team in selling and the retention of our members.
- Being a multi-functional team member, including conducting guest tours and sales, initiating great member connections on the gym floor and sports centre, supporting other team members with holiday cover and duty rotations.
- Being familiar with and effectively utilise the Members/Bookings database system.

First for results

- Providing the management team with weekly activity reports as agreed.
- Meeting all set targets aligned to business needs and as agreed with your line manager.
- Taking an integral, pro-active and effective role in member sales and retention by identifying members' needs and acting upon this.
- Maintaining clean, safe and functional club areas, including the changing rooms, wet areas, studio and gym floors, sports halls and pitches and all equipment/storage.
- Conducting daily health and safety responsibilities, as per compliance folders, such as checking fire escapes and wet area checks.
- Participate in your own self-development via CPD and agreed championing of the business departments as agreed within regular 1-2-1s.
- Being a conscientious key holder, following procedures for both opening and closing the centre as per the centre rota and being included on the club 'call-out' list.
- Attending training, as directed, to ensure job criteria are fully met including in-centre training on key products.
- Attend regular team meeting when requested by the management team.

Data Protection and Safeguarding:

- Work within the requirements of Data Protection at all times.
- Understand your responsibilities in relation to Safeguarding and child protection and how to highlight an issue / concerns.
- Remain vigilant to ensure all students are protected from potential harm.

General:

- The post-holder will be expected to exemplify the trust values of Respect, Opportunity, Collaboration and Aspiration and demonstrate trust behaviours as outlined in "The Futura Way".
- The post-holder will be expected to undertake any appropriate training provided by the Trust to assist them in carrying out any of the above duties.
- The post-holder will be expected to contribute to the protection and welfare of children and young people, as appropriate, in accordance with any agreed policies and/or guidelines, reporting any issues or concerns to their immediate line manager.
- The post-holder will be required to promote, monitor and maintain health, safety and security in the workplace. To include ensuring that the requirements of the Health & Safety at Work Act, COSHH, and all other mandatory regulations are adhered to.
- An Enhanced Disclosure with the Disclosure and Barring Service (DBS) will be undertaken before an appointment can be confirmed. The successful candidate will be required to disclose all convictions and cautions, including those that are spent; the exception being certain, minor cautions and convictions which are 'protected' for the purposes of the 'Exceptions' order.
<https://www.gov.uk/government/collections/dbs-filtering-guidance>

This job description only contains the main accountabilities relating to the posts and does not describe in detail all of the duties required to carry them out. The post holder may be required to undertake other duties and responsibilities that are commensurate with the nature and level of the post.

Futura Learning Partnership is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Your suitability to work with children and young people will form part of the selection process. For this post prior to appointment, Futura Learning Partnership will apply for an enhanced disclosure certificate from the Disclosure and Barring Service.

Person Specification – Sports Centre Team	Essential (E) or Desirable (D)
Education/Qualifications	
Educated to A level or equivalent.	D
Good level GCSE/O level in English and Maths.	E
Sports/Fitness industry level 2 qualifications or working towards them.	E
Group Exercise Qualifications or working towards them.	D
Experience	
Evidence of suitability to work with children and young people.	E
Experience of working in a customer facing environment delivering exceptional standards.	E
Experience of Sports/Fitness coaching.	D
Experience in membership sales and retention.	D
Cash handling experience.	D
Behaviours	
Able to demonstrate Futura values and how to live them in the workplace	E
Ability to be self-driven and do what it takes to get the job done.	E
Enjoys working as part of a team and within a common goal environment.	E
Ability to be flexible within shift patterns including early mornings, late evening and weekends.	E
A motivational and positive, infectious attitude.	E
An 'own it' attitude ensuring standards are kept high consistently.	E
Skills	
IT skills using Microsoft outlook/office and membership/booking databases.	D
Strong customer experience engagement.	E
Strong communicator across all levels.	E
Attributes	
Committed to the Futura Way	E
Committed to Equality and Diversity	E
Committed to own continuing professional development	E
Other	
Occasional work outside normal working hours - prior notice given	E