

## Job Description

Service:	One Leisure
Job title:	Group Exercise Supervisor
Grade:	D
Hours of work:	10 hours per week
Responsible to:	Activities Manager
Responsible for maximising participation across the group exercise programmes at One Leisure centres.	
Direct reports:	0
Indirect reports:	NA
Budget:	NA

## **Purpose of Post:**

Responsible for maximising participation across the group exercise programmes at all One Leisure Centres.

To lead, manage and develop the group exercise programmes, to provide customers with a premium experience every day, 7 days a week.

Responsible for the auditioning and recruiting the Group Exercise Instructor Team, maintaining the highest quality assurance of class and product delivery by regular class observations, feedback, and instructor development and coaching to ensure customers receive premium experience and meaningful engagement across a diverse programme in line with programming excellence principles.

Utilising reporting services available to develop member engagement into group exercise, increasing penetration and occupancy across the programme whilst managing cost vs budget.

Delivering the Group Exercise Calendar including monthly focus, events, training and product launches.

Leading your team to deliver the One Leisure Winning Way in line with our iCare values at all times.

Working with the Activities Manager to develop excellence in programming across Group Exercise, Swimming and Kids Activities team.

Ensuring all internal and external instructors have the appropriate qualifications, ongoing education, memberships and insurance at all times.

Managing Group Exercise social media and marketing and centre communications with the One Leisure Marketing Manager.

Ensuring all online booking and member app information is up to date at all times.

### Key Deliverables:

Growth in Group Exercise Participation and Programming Occupancy whilst in line with costs vs budget.

Monthly Group Exercise Participation report for attendance, penetration and occupancy.


Weekly and monthly feedback scores (TRP) taking ownership to resolve customer queries or complaints.

Compliance to the One Leisure Winning Ways.

Contribution to the centres P&L performance, attrition and live member count.

Achieving compliance against all legislative and company audits.

<b>Knowledge and Qualifications</b> (E) Essential (D) Desirable	(E) Minimum Level 2 Fitness / Group Training or Exercise to Music qualified  (D) CIMPSA registered
<b>Experience</b> (E) Essential (D) Desirable	(D) Experience in managing and leading large groups (E) Experience in delivering a variety of group exercise classes
<b>Skills and Abilities</b> (E) Essential (D) Desirable	Demonstrates a genuine passion and natural ability to engage with individuals and groups. Strong listening and collaboration skills. Clear and concise written and spoken communication skills. Ability to present written information in a structured and balanced way appropriate to the needs of the reader.
<b>Decision Making and</b>	Managing and growing the Group Exercise programme offering available across One Leisure to its customers, and in line with programming excellence.

<b>Impact on Others</b>	
<b>Communication with Internal and External Customers</b>	<p>Working with both Internal customer contact; working with One Leisure corporate team, centre management, and Group Ex Instructors, and External customers delivering group exercise classes.</p> <p>Will be able to demonstrate excellent customer service skills when engaging with customers, seeking and responding to customer feedback</p> <p>Internal customer contact 60%</p> <p>External customer contact 40%</p>
<b>Personal Attributes and Other Requirements</b> (E) Essential (D) Desirable	<p>Team player with the confidence to be a leader and influencer.</p> <p>Ability to teach a variety of classes with natural passion and infectious personality.</p>
<b>HDC values</b> 	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people's differences and are considerate to their needs.</p> <p><b>Enterprising:</b> We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>

### Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment. Ability to safeguard and promote the welfare of children and young people/vulnerable adults

- Demonstrates understanding of safeguarding issues

- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children