

MSC Health & Wellness Manager

Salary: up to £25,000 subject to experience

40 Hours a week

This role will have a significant contribution to the operational success of the Moray Sports Centre. We would like to appoint a full-time Health & Wellness Manager who will deliver unrivalled service to our community while meeting individual's needs, desires and goals.

The Health & Wellness Manager is responsible for the development, coordination and delivery of several key projects in managerial, operational and recruitment for the centre. They will show an active commitment to personal and team continuous professional development, excellent operational standards and ensure the long-term success of MSC.

Preferably, you will have worked in a supervisor or management role within the fitness industry previously. You will have excellent management and interpersonal skills, as well as a track record in managing a team of H&F and group exercise instructors. You will enjoy working within a structured, successful and ambitious environment - working to agreed KPIs. You must have the ability to promote and drive the culture within our centre and wider community.

Are you passionate about customer service? Do you have the ability to organise, lead and mentor a team to achieve outstanding results? The strength of MSC is its employees so it will be your job to ensure every member of your team personifies those values. A major part of your job will be to instill this same passion and desire for perfection in customer service to every member of your team.

This is a full-time, permanent position. Exact working hours will be determined but will involve a minimum 40 hours per week. You will need a willingness to work evenings, weekends and public holidays as required. Our offer is a competitive salary, pension scheme (employer contribution), up to 34 days holiday per annum (includes bank holidays and local days), Gym membership and other discounts.

If you have the talent, personality and desire to take on this challenging and rewarding role, then we would like to hear from you.

For further information about MSC, refer to our [website](#).

Please send the below to: hello@moraysportscentre.co.uk

- A cover letter describing why you would be an asset to Moray Sports Centre (Required)
- C.V. including job history, education and volunteering history (Required)

The closing date for applications is **01/05/19**.

MSC is committed to the safeguarding and the welfare of children and vulnerable adults; the successful applicant will be required to undertake an Enhanced Disclosure and Barring Service check prior to commencing in the role (Disclosure Scotland).

Job Description

As Health & Wellness Manager, you will be responsible for the day-to-day management of the gym, studios and its team. Your role will be primarily to deliver fully inclusive activities that encourage participation for all across many activity levels.

You will have specific responsibility for:

Outline duties

- To work within agreed budgets and manage Health and Wellbeing activity development programmes from inception to delivery to include indoor/outdoor adult and junior activities.
- Be responsible for the class schedule, making sure that classes meet customer and client expectations.
- The development and implementation of Health & Wellbeing plans and other strategies.
- To increase activity levels and individual/team successes amongst our community in line with government initiatives through partnerships and local authority liaison.
- Ensure all team members comply with health & safety legislation, policies and procedures for the full operation, cleanliness and maintenance of the gym and studios including all equipment.
- Customer service and retention of existing members. Create an environment focused around the customer.
- You will enjoy working as an individual and within a team, guiding your team to meet and beat agreed KPIs.
- You will need to demonstrate a complete understanding of all Health & Wellness functions. This includes the gym, personal training and group exercise.
- You must have the ability to promote and drive the MSC culture within our facility.
- In conjunction with the Sports Development Team, work to support any Wellbeing Initiatives e.g. Walking/cycling initiatives.
- Lead your team effectively, delegating duties as necessary and developing staff to ensure a continuously high level of service.
- Always be aware of latest initiatives and schemes in order to be best placed to apply for funding opportunities.
- Evaluate and monitor activities and projects using key performance indicators. Maintain records and produce reports as required.
- Attend local, regional and national meetings, seminars and conferences – as required.
- Support volunteering opportunities working alongside our Sponsorship, Fundraising and events manager.
- Carry out stock checks and order consumables/stock.
- To carry out other such duties as are required by the Operations Manager which are reasonably incidental to the main purpose of the job.
- Coordinating with our other Head of Departments, you will assist our sports centre to develop as an amazing building full of incredible people, each with their own individual needs, desires and goals. This is exemplified by the values of the Moray Sports Foundation.
- This list is not exhaustive, but is intended to provide an overview of the requirements of the H&W Manager role.

Measuring success:

- To lead, manage, develop, deliver, monitor and evaluate all aspects of the health and wellness programme to continually improve participation. This will include programme planning (term and holiday) and events, income and expenditure, marketing & promotions and team members.
- To manage and oversee general operation ensuring the Health and Safety of all staff and customers, ensuring the highest standards of service are provided.
- To maintain and increase revenue, funding, retention and participation levels year on year to ensure sustainability and growth of facilities.
- To recruit, direct, monitor and support a team (volunteers/employees/modern apprentices) to fulfil their roles and responsibilities, ensuring that all procedures and delivery standards are adhered to.
- To engage community groups, school participants and harder to reach communities/user groups in a healthy lifestyle through health & wellness activities.
- You must have the ability to promote and drive the MSC culture within our facility and in any external delivery on behalf of the MSC.
- You will have worked in a management role within the sports industry and have excellent management and interpersonal skills, as well as a proven track record in managing a team at other standout facilities.

Inspiring success:

- To lead by example through your actions, learning and decisions
- To liaise with all heads of department and working groups to ensure all opportunities to improve service are met.
- To support, participate and partner in local community events.

Desirable experience and skills:

- Target driven
- Working within or have an understanding of the third sector
- Worked within a club or centre that has a fitness and group exercise programme 3+ years
- Delivery of events/Project Management
- Patience and the ability to remain calm in stressful situations
- The ability to work well with others
- Sensitivity and understanding
- Leadership skills
- Exceptional attention to detail
- The ability to work on your own and as part of a team
- Ability to communicate on many levels whether it be verbal/written
- Knowledge of teaching and the ability to design courses
- Effective use of computers or hand-held devices

Ideally, you will:

- be REPs level 3/4 qualified
- have gym management/supervisory experience in a similar setting
- have a track record of delivering great results against KPIs