

**JOB DESCRIPTION - GYM SUPERVISOR**

**Accountable to:** Gym Manager

**Responsible for:** Student staff, gym members and guest users

**Hours:** 37 hours per week

**Location:** Central London (based in Holborn at the Saw Swee Hock Student Centre)

**Job Purpose**: To run the day to day operations of LSESU’s new student centre gym. To deliver exceptional customer service and supervise use of the facilities as the main point of contact to LSESU’s diverse membership.

**Key Responsibilities**

* Assist the Gym Manager in the day to day smooth running of LSESU’s gym and fitness facilities
* Act as Duty Manager for the Gym, in the absence of the Gym Manager
* Line management of Student Staff
* Responsibility for legal compliance including Health and Safety.
* Responsible for targeting improvements in service level delivery.
* Record and monitor daily safety checks on all equipment, report any hazards and ensure works are completed
* To ensure any potential hazards are reported to the Gym Manager
* To arrange tours of the facilities and the "selling" of memberships
* To organise and facilitate events to recruit new and lapsed members

**Members and Customers**

* To deliver a customer service focused culture across the Fitness Operation.
* To listen to & communicate effectively with all our customers & members.
* To deliver services that are easy to access for all customers.
* To communicate effectively with all customers.
* To be competent and confident in the use of all equipment in the gym.
* To offer and provide advice, motivation and support as required to all users.
* Carry out Fitness Assessments on new Members and reassessments as required.
* Carry out gym induction for Members and Guests to ensure safe and effective use of all equipment.
* Carry out one to one and group training sessions.
* Structure and record appropriate training programmes for Members as per results of Fitness Assessments or particular needs.
* Motivate and encourage Members to ensure repeat custom

**Learning, Growth and Development**

* To guide, train and motivate people, managing their performance and delivering a culture of development and progression.
* To work effectively with people, developing productive relationships with colleagues and stakeholders.
* To ensure that personal knowledge and skills are updated to ensure effectiveness in meeting work objectives.

**General Duties:**

**In addition, all staff have the following general duties laid out in their job descriptions:**

* To deliver and develop targets outlined in the Union’s strategic plan.
* To contribute and assist in the Union’s planning processes and the review of its performance and systems.
* Contribute to the positive and professional image of the Union and not act in such a manner as to bring the Union into disrepute.
* To observe and uphold the requirements of the Union Constitution and act at all times in accordance with policies including equality of opportunity.
* To undertake your own typing, filing, photocopying etc.
* Undertake any other duties appropriate for the grade and responsibilities of the post that may from time to time be reasonably requested.
* To take ownership of, their Induction, Personal Review Programme, Departmental Staff Meetings and be responsible for carrying out duties with full regard to the rules, policies and procedures and conditions of service contained in the Staff Handbook, and within Departments of the Students’ Union.
* A condition of employment is that all staff are expected to assist in key events throughout the year e.g. Welcome Festival / Freshers Week, any other key event, including elections, if necessary. Staff are expected to portray a positive image, both internally and externally of the Students’ Union by displaying high standards of service, integrity, punctuality, politeness and professionalism.
* Where you are required to work with volunteers you must support and manage them appropriately in line with the Students’ Union volunteer policy
* Environmental consideration and environmental best practice is the responsibility of all Students’ Union staff.