

Job Description

Job Title: Leisure Assistant & Shift Leader

Reports to: Leisure Manager

1. Job purpose

Responsible for overseeing all operations within the Leisure Club whilst on shift. Constantly monitoring the quality of service the club is providing to guests and club members as laid down in the standards manuals, so ensuring that the highest standard of customer care is shown to our members and delegates at all times. To be the best at what you do.

2. Job Duties

Customer

1. Maintain the highest standards of customer care and to be proactive when dealing with customers.
2. When acting as shift leader you will be solely responsible for the operation of the Leisure Club and are fully empowered to take the necessary decisions to maintain both smooth & safe operations.
3. To build relationships with members, therapy clients and hotel guests to ensure that Burleigh Springs maintains its current customers and gains new ones.
4. Ensure that the quality standards, operational & safety procedures are followed. This will include fitness instruction, reception, administration, gym operations, show rounds and maintenance.

Finance

5. Taking of therapy and membership payments.
6. Cashing up & reconciling the till at the end of a shift.

Staff

7. To work with and assist your colleagues operationally and in any aspect of dealing with customers.
8. To ensure compliance with established human resources procedures in all areas relating to employment.

Corporate and Social Responsibility

9. To adhere to Imago's environmental policy
10. To actively participate and promote charities that Imago sponsor

3. Points to note

- a. All duties must be carried out in a manner that supports Imago's commitment to equality and diversity.
- b. The post holder may be required to work outside of normal contracted hours if necessitated by the exigencies of the business.
- c. The purpose of the job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.
- d. All duties must be carried out in accordance with relevant Health and Safety legislation and Imago's policies and procedures.

The above is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties as flexibility in meeting company and guests' needs is required by all employees.

I confirm that I have read and agreed this job description which explains the main duties of my job.

Signed: _____ (job holder)

Print name: _____

Date: _____

Person Specification

Job Title: Leisure Club Assistant & Shift Leader

	Essential	Desirable
Experience and Training	<p>Previous experience of working with people</p> <p>Previous experience of working in a customer focused environment</p> <p>A willingness to undertake further training as and when required</p> <p>A willingness to adopt new procedures as and when required</p>	<p>Previous experience of Life Fitness & Powerplate gym equipment</p> <p>Experience in leading small group exercise classes</p> <p>Previous experience of financial procedures</p>
Skills and Abilities	<p>Excellent customer care, communication and organisational skills.</p> <p>Excellent people skills.</p> <p>Ability to work on own initiative and make appropriate decisions</p> <p>Punctual, flexible and reliable</p>	<p>General knowledge of fitness industry.</p> <p>Teamwork skills.</p> <p>Familiarity with Gladstone Plus2</p>
Qualifications	<p>Educated to at least GCSE Grade C (or equivalent) in English and Maths</p>	<p>Gym/PT qualifications</p> <p>First Aid</p> <p>Emergency Pool Responder or similar lifeguard qualification</p>
Other	<p>To maintain confidentiality at all times</p> <p>Flexible, able to work shifts, weekends and occasionally cover night shifts (own transport)</p> <p>Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace</p>	<p>Interest in health & fitness or sport</p>