**Deputy Gym Manager**

**Job Description**

| **Job Title:** | Deputy Gym Manager  |
| --- | --- |
| **Contract Type:** | Part Time, Permanent  |
| **Hourly rate of pay:** | £10.50 (& Benefits) |
| **Hours of work per week:** | 30 hours  |
| **Responsible to:** | Gym Manager |
| **Responsible for:** | Gym Staff, Volunteers, Caretakers |
| **Location:** | YMCA North Tyneside of Church Way, North Shields, NE29 0AB  |

**Organisational Context:**

YMCA North Tyneside is a Voluntary Sector Organisation undertaking youth and community programme work in areas of North Tyneside, South Tyneside, and Teesdale. We are part of the worldwide YMCA movement, which started in London in 1844 has grown to become the world's largest and oldest youth movement. Now, more than 175 years later, YMCA is operating in 119 countries, with 64 million people reached annually around the world. Guided by our Christian values, we believe everyone has potential, and we serve our communities so that all can hope, belong, contribute and thrive.

**Job Purpose:**

YMCA Gym believes that everyone should be able to enjoy the benefits of good health and wellbeing, from improved health to better education and life chances, which embodies YMCA values. With sufficient training and guidance, the post holder will assist the Gym Manager in achieving all of the business, and financial targets.

**Main Duties & Responsibilities:**

* Provide management support, supervision and be responsible for rotas (including staff cover for sickness and annual leave.
* To oversee the online completion and timely submission of HR and payroll information, such as timesheets, staff changes, starter/ leaver information sickness and absence.
* Under the direction of the Gym Manager ensure recruitment, induction, training and supervision of gym staff and volunteers is in accordance with organisational procedures and dealt with in a timely manner.
* Ensure the implementation of the H&S policy and procedures ( including Risk Assessments)
* Under the direction of the Gym Manager contribute to and deliver the Gym Trading Plan
* Ensure the highest standards of customer care are maintained and any improvements identified and resolved.
* Maintain a high presence on the gym floor, interacting with and assisting members with their needs (e.g offer advice and give guidance)
* Assist in and/or conduct prospective members tours as required.
* Administer, record and update members training programmes as appropriate.
* Actively support and communicate social and educational programmes to members.
* Communicate and participate in fundraising and promotional events as requested.
* Be fully conversant in current trends and keep abreast of new initiatives and developments in the fitness, health and Wellbeing sector.
* Resolve any complaints or queries from members that cannot be resolved directly by the Gym Team.
* Develop excellent understanding of YMCA gym products and services.
* To assist with signing up/registering new members, updating memberships and taking payments.
* Working with the Gym Manager, collate information from Customer Surveys and transform data into action.
* Deliver high quality gym/group exercise sessions.
* If a post holder has an exercise referral or special populations qualifications to assist with the delivery of specialised classes and gym sessions.
* Ensure equipment is maintained and in good working order at all times, ensuring any faults are recorded and reported immediately.
* Clean and maintain equipment throughout the gym/studio areas.
* Set up equipment/rooms as and when needed.
* Open up and close down in accordance with the gym opening and closing procedures.
* Attend all relevant training and development programmes.
* Adhere to all organisation policies and procedures.
* Understand and work towards Personal and Business Objectives.
* Undertake any other reasonable duties as requested by the Line Manager.
* Deputise when the Gym Manager is absent.

**General:**

It is in the nature of the work at YMCA North Tyneside that tasks and responsibilities are in many circumstances unpredictable and varied, therefore, this job description is not an exhaustive list of duties and responsibilities but is intended to reflect a range of duties the post-holder will perform in line with their remuneration. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

This role will involve liaison with senior management, CEO and the board of trustees to review and assure exceptional delivery of the strategic plan and the organisational mission and vision.

This post requires proof of right to work in the UK, satisfactory references and a satisfactory enhanced DBS Disclosure (the cost of which will be met by the employer).

**Equal Opportunities:**

YMCA North Tyneside is committed to eliminating discrimination and encouraging diversity amoungst the workforce. We aim to be an equal opportunities employer and we are determined to ensure no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.