Fitness & Operations Manager

ABOUT AQUAFIT FITNESS AND LEISURE

Aquafit Fitness and Leisure, a division of Campbelltown Catholic Club, is a multi award winning, state of the art fitness and leisure centre located in the heart of the Macarthur area. Completed in 2004, Aquafit has proven to be a leader in the fitness industry and the local area winning a sea of awards including state and local titles, most recently being a Gold Recipient at the Australian Health & Fitness Industry Quality Awards in both 2012 and 2013.

Aquafit offers over 95 Group Fitness classes a week including the latest Les Mills classes, Zumba, Aqua classes and Boxing as well as Individual and Group Personal Training, Over 50's programs, Adults Learn to Swim and children's programs.

Aquafit’s facilities include:
- Cybex Cardio & Strength equipment (All new equipment in place by July 2014),
- Functional Training Zone,
- Group Exercise Studio, Cycle Studio and Boxing Studio,
- 25 metre six lane heated lap pool and a 15 metre heated program pool,
- Kidz Korner child minding service,
- Day Spa and a Café.

FITNESS & OPERATIONS MANAGER

Reporting to the Executive Manager Leisure Services & Customer Relations, the Fitness & Operations Manager’s primary responsibility is to lead and manage the fitness and aquatics departments in order to achieve a high level of service delivery and presentation to all users and staff. This includes ensuring all plant, equipment and facilities are maintained and in good working condition to ensure a safe, clean and hygienic environment for all patrons and staff. The position involves providing leadership and direction to the fitness and aquatics staff ensuring the day to day operations and service delivery in all work areas is delivered with the highest regard to quality and service.

The main responsibilities of the role will include:
- Leadership, ongoing recruitment and training of a customer service focused team of Fitness Instructors and Aquatics staff (currently 2 x Full Time and 10 Part Time/Casual staff)
- Member liaison and retention, including time on the fitness roster
- Coordinating all fitness team daily tasks and responsibilities
- Reporting KPI targets and Report writing
- Managing maintenance and operational issues
- Administer, promote and develop the fitness programs
- Be an active member of the leadership team contributing strategic direction, ideas and leadership

This ‘hands on’ position offers opportunity to gain further management experience in both the operation and marketing of a successful health and fitness facility as well as having a significant membership involvement.

To be considered for this role, candidates will need extensive fitness operations and staff management experience, ideally from within a fitness and aquatics leisure facility environment. Outstanding and proven leadership and communication skills with a passion for fitness and customer service are required, as is the ability to multi-task various administrative tasks whilst maintaining attention to detail. Sound business skills including budget management, strategic thinking, problem-solving and the development and implementation of new policies and directions would be beneficial.

Current fitness qualifications (Certificate IV in Fitness minimum) are essential, and additional qualifications such as a current Pool Lifeguard Certificate and Pool Operations Certificate are highly desirable.

This is an exciting time to be joining Aquafit, with the 10th birthday celebrations in 2014 to include an upgrade of all strength and cardiovascular training equipment, and a relaunch of programs and initiatives. Don’t miss your opportunity to make your mark in this leading five-star facility!
RESPONSIBILITIES

The Fitness & Operations Manager is responsible for:

FITNESS STAFF TRAINING & ADMINISTRATION

Recruitment & Rostering of Staff:
- Be proactive in staff recruitment
- Assist in the interview and selection of Fitness Instructor and Aquatics staff
- Ensure all staff are correctly inducted in Aquafit Procedures & Policies
- Timely and cost effective scheduling of shifts for gym floor and programming
- Ensure all shifts are covered on a weekly basis for gym floor and programming
- Liaise with Executive Manager on any changes required for staffing levels
- Maintain a high standard of instructors within the team
- Maintain a minimum of 10 hours personally on the fitness roster to ensure hands on contact with members
- Promote teamwork and harmony
- Ensure staff are committed to member satisfaction and quality improvement

Training of Fitness Staff:
- Develop and implement policies as stated by Aquafit’s operating procedures
- Provide leadership and coaching for staff
- Formal 6 monthly evaluation of all fitness instructors in conjunction with the Human resource manager and Executive Manager
- Promote and maintain effective communication with all instructors
- Employ and action disciplinary measures for non or unsatisfactory adherence to instructor procedures, policies and protocol
- Conduct Monthly staff meetings
- Encourage the on-going education of all trainers thus ensuring the highest standard to all Aquafit members
- Review and assist in the development of Aquatic programs and pool usage

Administration:
- Maintain all current registration and insurance records for all fitness instructors
- Report on a monthly basis to the Executive Manager on usage levels of the gym floor, pool and cardio theatre area
- Daily administration of day sheets for payroll

Personal Trainers Development:
- Assist the Fitness Program Manager with identification of suitable staff for progression to Personal Training

Practicum Placement:
- Oversee the placement of students completing voluntary hours of Practicum Placement at Aquafit as part of attainment of their Fitness Qualification

MANAGEMENT

- Provide facility management according to operational practices, legislative requirements and industry guidelines
- Be a proactive member of the Aquafit leadership team contributing to strategic direction, leadership and ideas

MANAGING LIVING LONGER LIVING STRONGER PROGRAM

- Administer, promote and develop the Living Longer Living Stronger program
- Arrange suitable social activities for participants
Responsibilities (Continued...)

MANAGING MAINTENANCE/ CLEANING PROCEDURES

- In conjunction with the Maintenance Manager, assess & manage maintenance requirements with regards to equipment, premises, pool, plant and grounds
- Develop appropriate schedules and procedures
- Monitor completion of cleaning and maintenance schedules assigned to staff
- Identify any out of order equipment & place service requests when necessary
- Implement effective maintenance systems and procedures and train the relevant staff
- Evaluate systems and procedures
- Initiate improvements
- Manage daily maintenance & cleaning requirements
- Ensure appropriate levels of consumables are maintained for cleaning

Manage Health & Hygiene

- Ensure all government regulations are implemented and adhered to
- Ensure all systems checks are in place to maintain standards
- Conduct daily/weekly/monthly facility "walk through" with Executive Manager

Manage Aquafit Centre Maintenance

- Meet daily with CCC Maintenance for overview of maintenance issues
- Check Maintenance log daily and follow up any outstanding requests

WORK HEALTH AND SAFETY

- Follow all WH&S & Risk Management policies and procedures and adopts a responsible attitude towards own safety and safety of others. This includes strict adherence to personal protective clothing, equipment handling requirements and fire safety regulations
- Play an active role in identifying potential safety issues which may cause injury or illness to staff or patrons
- Ensure staff are trained and follow appropriate safe work procedures
- Follow up all major incidences appropriately and report to Centre Manager and HR within 24 hours

MEMBER LIAISON

Focus on Member Retention

- Ensure that the fitness division is delivering the service promised in our mission statement
- Dealing with member inquiries and requests relating to the fitness division
- Be a dynamic maitre de constantly promoting the achievement of members goals
- Implement and manage retention programs for members in conjunction with other departments

Social Activities

- Contribute to the planning and participation in both internal & external community events, acting as a representative of Aquafit as required

Complaint Management System & Compliance

- Have a thorough understanding of the Complaint Management System
- Actively promote the CMS to members and staff
- Implement, audit and maintain the CMS on the training floor
- Ensure that all operations of the business unit are compliant with the requirements of legislation and industry code of practice. In particular the requirements of the Fair Trading Act
- Report all incidences of non compliance to the Executive Manager

BUSINESS DEVELOPMENT

- Identify new opportunities for introduction of new programs consistent with Aquafit’s Business strategic plan for revenue generation

PERFORMING DUTY MANAGER ROLE

- In the absence of the Executive Manager be responsible for all operational procedures of the Aquafit Centre and will act in accordance to the Centre’s policies and procedures
SELECTION CRITERIA

In addition to demonstrating relevant experiences across the core functional areas of responsibility identified in this Position Overview, candidates applying for the Fitness & Operations Manager role will require a range of personal and professional skills, including:

**Essential**
- Relevant tertiary qualifications ideally in leisure management
- Relevant fitness qualifications (Minimum Certificate IV in Fitness)
- Previous experience in Fitness Operations and staff management
- Extensive experience from within an aquatics and leisure centre environment
- Demonstrated leadership skills with a passion for Customer Service
- A leader with energy and ambition to grow the business
- Outstanding communication & customer service skills
- Experience in following and implementing operating policies
- Sound organisational and systematic administrative skills
- Demonstrated problem solving ability
- Impeccable grooming and personal presentation
- Computer literate with a high level of accuracy and attention to detail
- Demonstrated experience in budget and expense control
- Current Senior First Aid and CPR
- Ability to work flexible hours

**Desirable**
- Previous experience in Pool Operations
- Knowledge of pool filtration, chemical dosing, heating systems
- Pool Operations Certificate or equivalent
- Pool Lifeguard Certificate
- Work Health & Safety Training
- Maintenance skills & experience

**LOCATION**

Aquafit Fitness and Leisure is located at Campbelltown Catholic Club, Old Menangle Road Campbelltown NSW.

**HOURS OF WORK**

This is a full time position. Due to the nature of the position, flexible working hours will be required on a rotating roster, including an even spread of early mornings, evenings, weekends and public holidays.

Current trading hours are:
Monday to Wednesday: 5.30am - 10pm
Thursday to Friday: 5.30am - 9pm
Saturday: 7am - 6pm
Sunday and Public Holidays: 8am - 6pm

**REMUNERATION**

A market competitive salary of $65,000 to $75,000 per annum inclusive of superannuation will be available to the successful candidate, depending upon skill level and experiences. At the time of applying, candidates are invited to indicate their current salary and salary expectations.

**WEBSITE**

Aquafit Fitness and Leisure has a comprehensive website which includes information and news items on all facets of its activities, services and programmes.

The website address is: [www.aquafit.com.au](http://www.aquafit.com.au)
TIMELINES - IMPORTANT INFORMATION FOR CANDIDATES

Final interviews and the appointment of the Fitness and Operations Manager are scheduled for early February, 2014. At this stage Aquafit Fitness and Leisure envisage the final interviews to be held the week commencing 10 February, 2014. The successful candidate would be expected to commence duties in March, 2014 mindful of notice periods and general availability. At the time of applying candidates are invited to indicate their availability and required notice period.

APPLICATIONS

Applications should be forwarded to Sportspeople’s International Recruitment Centre by Close of Business, Thursday 23 January, 2014.

Preferred Format: Sportspeople prefers a 2-page letter of introduction and an accompanying CV of no more than 6 pages, merged as one MS Word file.

Candidates are also requested to complete and submit the Sportspeople Application Form at the time of applying. The Sportspeople Application Form is available as a download at the Sportspeople Jobs Market listing for this role.

This information should be sent electronically to jobs@sportspeople.com.au with the subject identifier of the email to be formatted as follows:

131209-01 Fitness & Operations Manager - Aquafit <<Your Name>>

ENQUIRIES

The Fitness & Operations Manager, Aquafit Fitness and Leisure recruitment assignment is being managed exclusively from the Sportspeople International Recruitment Centre.

In the first instance, enquiries should be directed to Ros Holding, on FREECALL 1800 634 388 or if calling from New Zealand FREECALL 0800 634 388 or elsewhere outside Australia on +61 29555 5000 or via jobs@sportspeople.com.au.

Please note the Sportspeople International Recruitment Centre will be closed from 5pm Monday 23 December, 2013 and will re-open on Monday 6 January, 2014. Enquiries over this period are to be directed to Ros Holding via mobile phone 0431 471 756.