



Job Title: Fitness Team Leader

Job Level: Team Leader

Responsible To: Operations and Events Manager

Direct Reports: Health and fitness advisers, group exercise instructors, personal trainers.

Place of Work: Based at English Institute of Sport Sheffield but expected to travel to other venues as and when required.

Purpose of the Job

To assist the Operations and Events Manager in the efficient management of the fitness services and staff within the venue(s) by providing strong leadership which drives the ICAN culture, service standards and productivity of the fitness teams.

Job Summary:

Manage the performance of the fitness teams to ensure successful delivery of all fitness services and standards.

Ensure a safe and quality experience, through service standards, which contributes to the retention of customers and enhancement of the Trusts reputation.

Effectively manage and deliver an effective group exercise timetable in line with the venue and company objectives.

Key Responsibilities:

You will support your Operations and Events Manager with staff performance and will work closely with the fitness team providing appropriate support, training and development.

Operate within company ethos, guidance and policies and ensure team members do the same.

To proactively monitor and drive member engagement at gym floor level, owning member feedback and partnering with your Operations and Events Manager to ensure a safe and legal environment for members to train in.

To cover the gym floor and classes at peak/busy times as the business demands. Organising cover for staff and classes as required.

To ensure equipment is maintained in good working order and that all faults are reported, repaired or quarantined promptly inline with current policies and procedures.

Support the Operations and Events Manager to maintain effective control of expenditure, in accordance with agreed budgets and Company procedures.

Support the Fitness Managers with basic administrative and monitoring tasks as required to improve performance and meet the Trusts business objectives.

Expected Behaviours

ICAN – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues.

Ethical, with integrity – Operates with sound moral principles, through a broad knowledge of the wider environment. Displays strong integrity, honesty and builds trust easily

Inspiring – Approaches everything with energy, passion, empathy, and connection.

Driven – Extremely hard working, is compelled to accomplish goals individually and drives teams to do the same.

Excellent Communicator – Articulates clearly and concisely, listens to others, and ensures that relevant information is shared across the organisation.

Motivated Is genuinely invested in the success of their team and organisation.

Self-aware understands that their behaviour and mood has an effect on others.

Compassionate Has a good understanding of their team and is compassionate and empathetic to those around them.