



## Job Description

<b>Job Title:</b>	<b>Fitness and Leisure Manager</b>
<b>Reports to:</b>	<b>Centre Manager</b>
<b>Responsible to:</b>	<b>Operations Director</b>
<b>Hours of work:</b>	<b>Minimum 30 hours pw</b>
<b>Working pattern:</b>	<b>Variable rota includes evenings and weekends. Flexibility is required.</b>
<b>Salary:</b>	<b>Circa £32k pa (pro rata)</b>
<b>Contract type:</b>	<b>Permanent</b>
<b>Conditions:</b>	<b>A six-month probationary period applies</b>

### Key Purpose

High Rise is a 10,000 sq ft indoor adventure centre in Lisburn incorporating a Clip 'n Climb climbing arena, soft play, sensory rooms and cafe. The Fitness and Leisure Manager will support the Centre Manager with the day to day running of High Rise to achieve our commercial goals and will be responsible for acting up in the Centre Managers absence. This is a hands-on role, and the successful candidate will be required to provide ongoing training and coaching for the staff team. They will be responsible for maintaining excellent standards of customer service whilst ensuring full compliance with our Health & Safety procedures.

### General Management

- Present a professional appearance and attitude always maintaining an excellent standard of customer service
- Deal effectively with any customer concerns or complaints and escalate if appropriate, reviewing feedback to inform improvements
- Maintain high standards in the cleanliness and presentation of all areas, ensuring a quality visitor experience is consistently achieved
- Develop and deliver fitness classes or themed team-building sessions
- Climb to height to offer demonstrations, rescue climbers who need help and maintain the climbing walls as required (training will be provided)

### **Staff Management**

- Organise and direct staff to always ensure exceptional customer service levels, interact with and motivate guests and present a fun, upbeat atmosphere
- Ensure the effective delivery of safety briefings before each session, and that all harnesses are correctly fitted so that guests have a safe, enjoyable experience (training will be provided)
- Work with management colleagues to organise relevant staff development and training
- Monitor staff performance and complete performance related appraisals

### **Health & Safety**

- Ensure the safe running of the centre and full compliance with Health and Safety requirements and legislation in accordance with policies and procedures
- Complete routine inspections of equipment and the arena daily, carry out low level maintenance, report any defects and complete relevant administration documentation such as inspection logs
- Identify potential hazards, log and report all incidents/accidents in accordance with reporting procedures
- Effectively communicate health and safety procedures ensuring staff receive adequate training appropriate for their job
- Act as a Designated Responsible Person for emergency situations, including First Aid and Fire Warden duties.

### **General**

- Comply with the organisation's Key Holder Roles and Responsibilities policy
- Comply with the organisation's Security & Confidentiality policy, ensuring the highest levels of information security, data protection and confidentiality

**This job description is neither exhaustive nor exclusive and may be reviewed depending upon operational requirements and staffing levels.**

## **Personnel Specification**

### **Essential**

- Minimum of 3 years' experience gained within the last 6 years of working in the sports and leisure industry as a team leader, supervisor or manager
- Minimum of 3 years' experience gained in the last 6 years of managing and training staff
- Confident working to heights of up to 10 metres and physically capable of meeting the demands of the role
- Flexible regarding working hours as rota varies depending on business needs
- Knowledge of relevant health and safety legislation and practices, including emergency procedures
- Possess or be willing to obtain a first aid at work certificate
- Confident in communicating with large groups of people, of working with the public and dealing with challenging behaviour
- Able to motivate, develop and coordinate staff in a pressurised environment
- Possess a positive 'Can Do' attitude and an outgoing, enthusiastic and friendly manner
- Comfortable using Microsoft Office and basic customer management systems
- Eligible to work in the UK
- Meet requirements of a basic criminal record check (Access NI).

### **Working at High Rise**

Working at High Rise is busy, lively and active, and we expect high standards from our team so we can offer the very best customer service to our valued guests of all ages, backgrounds and abilities. In return we offer a competitive salary together with a wide range of benefits including generous staff discount, free uniform and parking, sociable hours and the opportunity for training, personal and professional development and career progression.