



www.sportsco.ie

South Lotts Road Ringsend Dublin 4 T: 01 6687022

*leisure for  
life!*

## SPORTSCO

ESB SPORTSCO is a state of the art leisure facility based in south Dublin. We are developing an Organisational Structure to support the expanding need of the Business. Currently operating with a membership base of over 6,000, we are seeking to recruit an experienced number of professionals to assist us in delivering the very best in facilities and service to all members. In order to meet these challenges, SPORTSCO will require the following;

### • **Health & Fitness Manager**

We are seeking enthusiastic highly motivated professionals, with the ability to work on his or her own initiative, to further enhance the service we provide to our members at one of the leading leisure facilities in the country. You will assist the C.E.O/B.D.M in all aspects of the operation of the facility. If you thrive on responding to a challenge and can offer the following, we want to hear from you.

- Customer focused, good communication skills, and enjoy working as part of a team
- A relevant, professional recognised supervisory qualification
- Experience in a supervisory/management position.
- Previous experience of working in a customer focus environment in a position of responsibility.
- Demonstrate a good track record in your career to date
- Membership sales and marketing experience

All positions will be required to work a 39 hour week by shift to cover the facility's opening hours Monday – Sunday. Salary Package will be commensurate with experience.

Interested candidates please e-mail full Curriculum Vitae, in strictest confidence by 5<sup>th</sup> October 2018 to

**Stuart Wilson**  
**B.D.M. SPORTSCO**

**E-mail: 'stuart@sportsco.ie'**



# **Health and Fitness Manager**

## **Overall Responsibilities**

- Management of the centre in absence of CEO & BDM
- Supervising the day to day operation of the sports centre, ensuring required level of staffing, Maintenance, safety and general cleaning standards are maintained
- Quality Management of the facility
- Risk Management of the facility
- Supervise and participate in the induction of all new staff in their area and assist in developing and maintaining a staff training plan
- Handle customer queries and complaints and ensure a good level of customer service is maintained together with a high level of customer satisfaction.

## **Specific responsibilities**

### **Team Leadership:**

- Recruit, Develop and Lead an engaged and successful team of Fitness Coach's, Personal Trainers, and support team members including Studio Coordinator and Instructors.
- Ensure basic training requirements are met for all team members.
- Set, communicate and monitor customer service levels in relation to all Fitness Activities including team interaction with members. Coach for continuous improvement.
- Regularly review (informally and formally) team's performance and deal with performance issues.
- Actively engage with department activities, demonstrating best practice techniques.
- Contribute effectively at management meetings, and hold regular departmental Fitness meetings.
- Work with the BDM and the club Leadership Team in delivering a cohesive business plan.
- Review departmental financial targets in accordance with the budgetary targets and report to CEO on a minimum of a monthly basis, to ensure achieving departmental profit targets.
- Develop the department's profit streams, to ensure optimum performance against budget.

### **Compliance:**

- Monitor payroll costs and plan rotas to maximise efficiency. Ensure flexible team cover

including evenings and weekends. Manage holiday requests effectively (in line with policy).

·Proactively manage and be responsible for all Hygiene, Maintenance and Health and Safety issues for the team and the department, ensuring a safe working environment for everyone.

·Comply with all company and member security requirements and policies – in particular, data protection. Ensure that all team members are trained and fully comply.

### **Skills and qualities**

- Good communication, interpersonal and customer service skills.
- Good business acumen.
- Dynamic and hands-on.
- Excellent organisational skills and the ability to multitask.
- Ability to lead, delegate and motivate staff.
- Excellent IT skills.
- Ability to keep calm in emergencies and when dealing with difficult customers.

### **Qualifications (Essential):**

·Level 3 Personal Trainer

·First Aid at work

·Reps registered

### **Qualifications (Desirable)**

·Fitness Class qualifications i.e spin, kettlebells, les mills etc...

·Management qualifications

·Health & Safety/Compliance

### **Knowledge:**

·Fitness Industry Knowledge

·Physiology

·Local knowledge (i.e. of local business / market opportunities)

### **Experience:**

·Senior fitness instructor/manager

·Swimming pool operation and management

·Running fitness classes

·Reception duties/membership customer care

### **Circumstances:**

·Available and willing to work flexible hours including weekends.

