
HEALTH & WELLBEING MANAGER

Job Description

Responsible to: Lead Health and Wellbeing Manager

Responsible for: Fitness & Wellbeing Advisors/Instructors, Membership Administrator

Hours of Work: 35 hours over 5 days, worked on a rota basis to include occasional evenings, weekends and bank holidays

Contract: Permanent

Work Location: YMCA Surbiton, although may be required to work at any YMCA St Paul's Group location

Job Purpose

The Health and Wellbeing Manager will manage the day-to-day operation of the gym and health and wellbeing services at YMCA Surbiton. They will ensure the service is safe, welcoming, well managed and financially sustainable, while supporting members, residents and the wider community to be healthier and more active.

The role will focus on excellent customer care, team leadership, sales and retention, gym programming, health and safety, and the delivery of high-quality health and wellbeing services.

Organisational Context

YMCA St Paul's Group is a leading charity supporting young people, residents, families and communities across London and beyond. Our vision is of places where young people thrive and communities flourish.

We are an inclusive Christian Association and welcome people of all faiths and none. We strive for excellence, inspire hope and support people and places to grow and develop.

Duties and Responsibilities

- Manage the day-to-day operation of the gym and health and wellbeing services at YMCA Surbiton.
- Ensure high standards of customer care are maintained and improvements are acted on.
- Support membership sales, enquiries, tours, follow up, onboarding and retention.

- Resolve member queries and complaints within the scope of the role.
- Maximise the use of gym, studio and activity spaces by supporting effective programming, Personal Trainer activity, external hire bookings, invoicing and payments.

People Management

- Lead, support and supervise the Membership Advisor and Fitness & Wellbeing Advisors/Instructors and Personal Trainers.
- Manage rotas, staff cover, sickness absence and annual leave.
- Support recruitment, induction, training, supervision and performance management.
- Hold regular team meetings and ensure good communication across the team.
- Ensure staff are trained and qualified to deliver safe, high-quality services.

Finance and Budgetary Management

- Support the Lead Health and Wellbeing Manager to improve the financial performance of the department.
- Support member onboarding, including the "Get Started" programme.
- Monitor renewals, cancellations and retention activity.
- Act as a membership software super-user, supporting staff with system use.

Programming

- Support the delivery of gym, courses, group exercise and activity programmes at YMCA Surbiton.
- Monitor attendance and support changes to improve participation and sustainability.
- Support the delivery of activity that meets the needs of members, residents and the local community.

Health and Safety / Risk Management

- Ensure health and safety procedures are followed by all team members.
- Complete daily operational checks of gym and activity areas for compliance.
- Ensure gym, studio and activity equipment is clean, safe and well maintained.
- Liaise with suppliers and contractors where required.

Marketing / Sales / Communication

- Achieve monthly sales and retention targets.
- Support local sales, outreach and promotional activity.
- Ensure health and wellbeing information is accurate, up to date and on brand.

Reporting, Monitoring and Evaluating

- Monitor performance indicators, sales and membership data.
- Use customer feedback to improve services and customer care.
- Ensure records and data are accurately maintained in line with GDPR.
- Complete administration and other reasonable tasks needed for the smooth running of the service.

General – All Staff

- Use IT systems confidently, including databases, Microsoft Office, email and internet.
- Attend relevant training, meetings and development programmes.
- Undertake any other duties as requested by the line manager.

Scope and Limits of Authority

- Deputise for other Team Leaders within YMCA St Paul's Group as required.
- Determine day-to-day priorities under the direction of the Lead Health and Wellbeing Manager.
- Work in line with YMCA policies, procedures and values.
- Respect the Christian ethos of the YMCA and uphold its values.

HEALTH AND WELLBEING MANAGER

Person Specification/Key Competences

KNOWLEDGE	
Essential	Desirable
Level 2 Gym Instructor qualification, with a willingness to work towards a Level 3 qualification recognised by CIMSPA.	Level 3 Gym Instructor qualification or equivalent recognised by CIMSPA.
Experience of managing or supervising people.	Experience of coordinating health and safety procedures and checks.

EXPERIENCE	
Essential	Desirable
Experience in the health and fitness industry.	Experience of delivering projects, community activity or health intervention programmes.
Experience of supporting sales, retention and customer service.	Experience of teaching or coordinating group exercise classes.
Experience of delivering health and fitness programmes that engage and retain customers.	Experience of coaching or coordinating sports activities.
Experience of managing or supporting staff and volunteers.	Experience of involving community groups in service feedback.
APTITUDES AND SKILLS	
Essential	Desirable
Communicates clearly and adapts style to the audience.	Experience using database or customer relationship management systems.
Strong customer focus and commitment to high-quality service.	Able to deliver internal staff training.
Commercially aware and understands the needs of the organisation.	Innovative and creative in solving problems and improving services.
Well-developed IT skills, including Microsoft Outlook, Word, Excel and PowerPoint.	
Able to motivate, support and direct others to achieve goals.	
Able to work evenings, weekends and public holidays when required.	
Able to travel to different YMCASPG sites.	
Able to work effectively within an Equal Opportunities and Diversity environment.	
Able to respect the Christian ethos of the YMCA and uphold its values.	

Health and Wellbeing Manager

Terms and Conditions of Employment

Salary

£30,323.55 per annum

Hours of Work

35 hours per week, generally worked within office hours, Monday to Friday, with evening and weekend work as required.

Annual Leave

Commencing at 25 days per annum plus public holidays, for five day per week workers, otherwise pro-rata.

Conditions of Appointment

Subject to satisfactory references, medical clearance, Disclosure and Barring Service check and verification of ability to work in the United Kingdom. Also required to wear staff badge and, where appropriate, supplied uniform.

Probation Period

Six months.

Continuity of Service

For those already employed within the YMCA Federation, continuity of service will be recognised for pension and annual leave entitlement, but not statutory rights.

Notice Period

One week during the probation period and then a minimum of one calendar month.

Pension

Subject to certain criteria set by Government, you will be auto-enrolled into our chosen workplace pension scheme. The default position on auto-enrolment will be for your contributions to be made on a Salary Exchange basis, but you will have the option to opt out of this arrangement.

Other Benefits

Free use of the health and fitness facilities and a staff discount in restaurants.