

LEAD GROUP EXERCISE & PILATES MANAGER

Job Description

Responsible to:	Head of Health and Wellbeing
Responsible for:	Group Exercise/Pilates Instructors Group Exercise/Pilates Coordinators
Hours of Work:	40 hours over 5 days, worked on a rota basis to include occasional early mornings, evenings, weekends and bank holidays
Work Location:	Multi-site with some hybrid working and expectation to travel to all of the locations within the YMCA St Paul's Group as required

Job Purpose

The Lead Group Exercise & Pilates Manager will provide support in the development and delivery of group exercise, wellbeing, classes and courses across the YMCA St Paul's Group. They will provide operational leadership in the Group Exercise & Pilates services. Working closely with the Health and Wellbeing Managers, the Lead Group Exercise & Pilates Manager will support in the delivery of a high quality, innovative, integrated model of health orientated group activity for YMCA St Paul's Group housing residents and community based health and wellbeing services. A key focus of the role will be to ensure that the group exercise and Pilates services are consistently delivered to high standards across all sites/formats and ensure uptake is maximised.

Organisation Context

The vision of YMCA St Paul's group is of 'places where young people thrive and communities flourish'. Its mission is to be 'an inclusive Christian Association transforming communities so that all young people can belong, contribute and thrive'. We are inclusive of all faiths and none - we seek to welcome everyone, offer excellence in all we do, inspire hope in others for what they might achieve and strive to grow and develop both people and places.

YMCA St Paul's Group (SPG) emerged from the coming together of four separate Associations over an 18-month period. The group is the largest YMCA in Europe and one of the largest providers of supported housing in London and beyond, providing a safe place to stay for over 1,200 residents each night.

As well as accommodation, education and training, the Association is focused on the transformation of communities through its Health and Wellbeing Centre's, including an outdoor swimming pool and a wide range of Children, Youth, Family programs including nurseries, after school clubs and Soft Play Centre's. We actively explore opportunities to work in partnership with external organisation and agencies which have a common goal to deliver excellent services and activities. Through merger and accompanying new investment we expect the range, reach and impact of our services to grow so that we can better realise our vision.

Duties and Responsibilities

Ensure an organisational approach to consistent high standards in the programming and delivery of group activities across the H&WB department focusing on:

- Leading and supporting Health and Wellbeing Managers in programming group exercise classes and courses and supporting the development of the organisations sessional instructor standards and management systems;
- Leading and developing of the organisational group activity programme and maintaining of 'blended' online services;
- Leading on the developing of inclusive health orientated group exercise and Pilates classes, courses and furthering funded group activities opportunities;
- Supporting the Head of Health and Wellbeing in the monitoring and reporting of income generation and group exercise and Pilates uptake and make a significant contribution to the financial and uptake performance against budget;
- Supporting and implementing the strategic plan for group exercise & Pilates ensuring the services overall aims achieve organisational objectives;

People Management

- Lead by example when delivering group exercise and Pilates classes, courses or activities, actively seeking feedback and responding to member and service user needs.
- Provide leadership, management and support including the effective management of performance, conduct and capabilities of group exercise/Pilates instructors and coordinators.
- Ensure performance standards are met using the organisation's competency framework appropriate to group exercise/activity instructors/teachers and volunteers.
- Lead on the recruitment in the selection, induction, training and supervision and evaluation of the group exercise and Pilates services staff and volunteers.
- Plan and facilitate regular group exercise/Pilates management meetings, train, motivate, evaluate group exercise/Pilates instructors/teachers and provide opportunities for their professional development.
- Through the Health and Wellbeing Managers ensure teachers/instructors are informed of YMCA SPG news and events and to promote these in their classes, courses and activities.
- Through the Health and Wellbeing Managers ensure all sessional instructors/teachers/volunteers are working within policies, procedures and safety governance frameworks.
- Promote a culture of excellent customer care which meets the needs of every current and prospective health and fitness user and develops services by supporting Health and Wellbeing Managers as partners in designing and delivering group exercise classes, courses and activities.
- Manage own health and wellbeing site/service rotas, staff cover, and absence for sickness and annual leave.

Finance and Budgetary Management

- Support the Head of Health and Wellbeing in the monitoring and reporting of income generation and group exercise/activity uptake and make a significant contribution to the financial and uptake performance against budget.

- Support the Head of Health and Wellbeing to implement the strategic plan for group exercise and Pilates aimed at ensuring the service's overall aims achieve organisational objectives.
- Support the Head of Health and Wellbeing in the preparation of the annual budget and ensure that organisational financial controls are in place in group exercise and Pilates services to effectively monitor budgets.
- Ensure group exercise and Pilates services costs are kept to a minimum and that pricing is appropriate and consistent across the services and that classes are sustainable and do not run at a deficit.

Programming

- Develop organisational consistency in group exercise/Pilates services at all sites and online by ensuring that appropriate programmes/timetables are in place that focus on the benefits of good health and wellbeing through group exercise.
- Provide a targeted approach to underrepresented or hard to reach groups ensuring that the range of classes, courses and activities are inclusive and meet local need with particular consideration to reducing socio-economic, gender, age, religious or cultural barriers to participation.
- Work in collaboration with Heads of Services and service leads in the delivery of fully integrated services to YMCA residents, young people, families and vulnerable people in line with the organisational vision and corporate objectives.
- Lead, develop and coordinate online classes, courses and activities programming to sit within overall approach to programming.
- Monitor the quality and effectiveness of the programme, timetables and attendance and implement changes where agreed necessary.

Health Referral

- Lead in the development of group exercise and Pilates health referral services to support a wide range of people with pre-existing health conditions such as diabetes, heart disease to depression, dementia, cancer, post-operative rehabilitation or weight loss.
- Lead in the development of group exercise/Pilates health services to increase levels of physical activity to support people's mental health.
- Lead in the development of group exercise/Pilates to increase levels of activity in disability groups.
- Lead in the development of group exercise/Pilates referrals through social prescribing, local authorities/public health commissioning projects.

Health and Safety/Risk Management

- Support the Head of Health and Wellbeing in the planning, mitigating and reporting of risks within group exercise/Pilates services.
- Ensure appropriate systems and audits in place in order to provide members with a quality experience in the group exercise and Pilates programme, ensuring a high level of membership retention.
- Lead and implement any new and agreed standard operating practices ensuring group exercise/Pilates staff are aware of emergency procedures and carry them out when required.

- Ensure equipment safety procedures are in place and fault reporting is carried out, along with organising and monitoring any repairs.
- Ensure measures such as class registration are undertaken and policy used and enforce cleaning schedules.
- Ensure Group Exercise/pilates risk Assessments comply with the YMCA St Paul's Group Policy for the management of Health and Safety at work.
- Ensure YMCA St Paul's Group safeguarding policies are adhered to including the processing of Disclosure and Barring Service checks on staff and volunteers in Health and Wellbeing who may have contact with vulnerable adults or young people.
- Ensure all areas under control of this post are legally compliant in respect of the General Data Protection Regulation (GDPR).

Marketing/Communication/Networking

- Build effective working relationships with key staff within the YMCA St Paul's Group and represent YMCA St Paul's Group at external events.
- Support the Head of Health and Wellbeing in the preparation and contribution on reports or presentations for a variety of stakeholders.
- Assist in the collation of statistics and data for the purpose of reporting to the Senior & Executive Management Teams, Board of Directors, and other external stakeholders or funders.
- In liaison with the Marketing teams, ensure promotion and marketing of classes, Pilates and courses are consistent, creative and deliver impact.
- Oversee the display of reports for customers on classes/courses performance.

Scope and Limits of Authority

- Be an authorised signatory for purchase orders, contracts and invoices within group exercise/activity services up to an agreed authorised limit.
- Deputise for other Team Leaders within YMCA St Paul's Group as and when required.
- The post holder is able to determine day-to-day priorities under the direction of the Head of Health and Wellbeing.

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Person Specification/Key Competencies

KNOWLEDGE	
Essential	Desirable
Hold relevant Level 2 qualification or above and evidence of expertise in different class styles such as the Les Mills programme, Pilates, Yoga and/or Zumba	Level 3 Fitness Instructor, qualification and experience of delivering and managing lifestyle interventions.
Management qualification and/or significant health and wellbeing/gym management experience	Hold an up-to-date First Aid qualification
Knowledge of health and safety in group exercise/Pilates environment	
Knowledge of the Health & Fitness sector and new trends in Group exercise & Pilates.	
EXPERIENCE	
Essential	Desirable
Experience of delivering and developing group exercise services and / or Pilates having worked in the health and fitness sector as a group exercise co-ordinator, manager or gym manager	Budgetary management and monitoring skills and the ability to contribute to the development of budgets
Experience of managing and coordinating staff in multiple sites, dispersed or remotely	Experience in a community focused health & fitness facility
To have worked in an environment providing a service to the public	Able to utilise database to ensure effective use of information for statistical and promotional purposes
A professional approach to working in a team environment	
Excellent focus on customer care	
COMPETENCIES & SKILLS	
Essential	Desirable
Managing and Empowering- Recruits and builds engaged, high performing teams	
Financial Management - Exercising sound budget and revenue control with a value for money approach	
Leadership, Trust and Responsibility -Takes responsibility, instils trust and able to demonstrate leadership driven by YMCA St Paul's Group values	
Collaboration: Able to develop and maintain positive working relationships with others	
Collaboration: Able to form non-judgemental and constructive relationships, especially with vulnerable people, whilst holding clear boundaries	
Collaboration: Able to confront difficult situations and reconcile different viewpoints	
Achieving Results: Able to produce reports and present work analytically	
Communication and influencing: Excellent communication and interpersonal skills	
Planning and organising: Good planning and organisational skills in order to manage a busy and varied workload	

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.



Inclusivity & Diversity: Able to work effectively within, and successfully implement, an Equal Opportunities Environment	
Inclusivity & Diversity: Able to work effectively in an Equal Opportunities & Diversity environment	
Additional Requirements	
Able to work unsocial hours, including occasional early mornings, evenings, weekends, and public holidays	
Able to travel to different YMCA sites and/or work remotely	
Able to respect the Christian ethos of the YMCA and uphold its values	

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Terms and Conditions of Employment

Salary

£39,990.53

Hours of Work

40 hours per week, as agreed with Line Manager.

Annual leave

Commencing at 25 days per annum plus public holidays

Conditions of Appointment

Subject to satisfactory references, medical clearance, Disclosure Barring Service check and verification of ability to work in the United Kingdom.

Probation Period

Subject to satisfactory review, the contract will be confirmed after six months unless stated otherwise.

Continuity of Service

For those already employed within the YMCA Federation, continuity of service will be recognised.

Notice Period

One week during the probationary 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. In respect of these Salary Exchange arrangements, you agree that your gross pay will be reduced by an amount equal to your Salary Exchange contributions.

Other Benefits

Free use of the Health and Fitness facilities and a staff discount in restaurants.