# Job description – Fitness Centre Duty Officer

### Organisational details

YMCA East Surrey

YMCA Sports and Community Centre

Princes Road

Redhill

RH1 6JJ

T 01737 779979

YMCA East Surrey (YMCAES) is a charitable company limited by guarantee and also a registered provider of social housing.

Charity registration no. 1075028

Company registration no. 03716594

Registered provider no. 4854

Post to be based at the above address.

### Directorate: Health and Wellbeing

### Responsible to: Fitness Centre Manager

### Responsible for: N/A

**Job purpose:** To undertake a range of duties at the Princes Road centre, ensuring the smooth day to day running of the centre, maintaining a very high standard of safety and providing a clean and inviting environment. To support people of all ages and abilities to exercise safely and effectively in the YMCA Inclusive Fitness Gym, to design personal exercise programmes, carry out inductions and contribute to the delivery of high-quality services to our customers.

### Main responsibilities:

The Duty Officer will support the work of the YMCA in meeting the needs of the local community, by providing assistance and support, including:

**Duty Officer:**

As the responsible person on site, the Duty Officer is accountable for the following:

* Dealing with any emergencies, including on-call outside normal operating hours
* Opening and closing of the gym and/or building, depending on shift, and ensure the security of the area in adherence with YMCA procedures
* Oversee the security of daily takings
* To ensure Health & Safety procedures are followed, i.e. fire evacuation, safety of facility users, assisting with any accidents that occur and giving first aid if needed;
* To follow YMCA safeguarding policy to ensure that vulnerable adults and young people are properly protected.
* Maintaining and setting up equipment, checking it is not damaged and is safe to use
* Assisting with any accidents that occur and giving first aid if needed
* Overseeing rooms and facilities, tidying and cleaning all areas during the day
* Assisting with reception duties and covering breaks; includes taking payments for activities using the leisure management system, and provide support to prospective members using Join@Home and the app for the first time, answering the telephone and deal with the enquiry or divert calls as appropriate
* Act as concierge as necessary

**Fitness Instructor:**

In addition there will be a need to cover fitness instructor duties as and when required, including:

* Making all visitors and users of the gym feel valued and welcomed
* To be visible on the gym floor for member’s peace of mind. Giving encouragement and offering advice to users to ensure they exercise safely and effectively
* To provide suitable exercise and where necessary, adapt exercise programmes to meet the needs of gym users with disability, learning difficulties or long-term ill health and to provide such users with appropriate advice and supervision
* To follow a designated gym cleaning matrix ensuring all equipment, the gym floor and changing room’s cleanliness is maintained to a high standard
* To tour prospective members and signpost users to our Direct Debit memberships, Personal Training, Small Group Training and Nutrition programmes
* Ensuring class equipment is ready on time and put away afterwards as and when required
* To liaise with Managers and fellow Fitness Instructors on hand over End of Shift Report
* Cover for fitness classes.

**Fitness Centre operational duties:**

Other fitness centre duties include:

* Maintain supplies of cleaning products, running efficient stock control and cost effective purchasing of supplies
* Re-stocking and purchasing supplies for the onsite vending machine
* Assist in sales and promotion of universal fitness when necessary
* To champion projects as directed
* To comply at all times with YMCA East Surrey legal, contractual and regulatory responsibilities in relation to the above duties
* Supporting the wider work of the Association including charity events
* Any other tasks as may be allocated from time to time by the Line Manager

### Discretion to act

Long-term decisions and strategic changes will be made by the CEO and Health and Wellbeing Manager and you will be line managed by the Fitness Manager.

### Relationships

You will interact with full-time and part-time YMCA staff and service users, in providing services and information on behalf of the YMCA. The Health and Wellbeing Manager has overall responsibilities for the Health and Wellbeing Team.

### Environment

YMCA East Surrey is an independent charity, affiliated to the National Council of YMCAs, that has been responding to local need since 1870. Our aim is to help individuals to reach their full potential, especially those who are vulnerable or face disadvantage.

YMCA East Surrey operates primarily in Reigate and Banstead but also offers services in Epsom and Ewell, Mole Valley, Tandridge and West Sussex. Our main centres are:

* YMCA Sports and Community Centre, Redhill
* YMCA Sovereign Centre, Reigate
* YMCA Hillbrook House, Redhill
* YMCA Young People & Family Centre, Horley
* YMCA Phoenix Centre, Tadworth
* YMCA Merstham Pre-school, Merstham
* YMCA Supported Move-On housing in Horley, Merstham & Redhill

Our friendly team of over 300 staff and volunteers deliver services and projects across four main areas:

Children and Young People

* Childcare & Recreation - After School Club, Holiday Club, Recreational activities, Pre-schools, Crèche and Children’s Parties
* Disability Services - Yippee and Yip4Youth short break services, LifeWorks sports and social activities, Face2Face parent befriending
* Emotional Wellbeing & Mental Health – Heads Together Counselling, Children’s Wellbeing Practitioners, Community Wellbeing Team, WAVES youth group, Y’s Girls mentoring
* Youth & Family Services - YMCA Horley Young People & Family Centre, Youth clubs, Early Help, Street-based youth work

Health and Wellbeing

* Inclusive fitness gym and group classes
* Disability sport
* Exercise Referral classes for adults with health conditions or rehabilitating from injury or illness
* Health Promotion services incl. NHS Health Checks, weight management sessions and free guided health walks
* Challenge fundraising events incl. large community events such as the annual YMCA Fun Run and Santa Run

Housing Services

* YMCA Hillbrook House, supported accommodation for homeless young people
* NextStep, a rent deposit guarantee scheme assisting families and individuals at risk of homelessness into sustainable, private rented accommodation
* Move-on accommodation for young people as a step towards independent living

Please visit our website or read our annual review for more information about YMCA East Surrey’s work in the community. [www.ymcaeastsurrey.org.uk/annual-review](http://www.ymcaeastsurrey.org.uk/annual-review/)

### Terms and conditions

**Hours of work** – Part time, 12 hours per week to include cover mornings, evenings and weekends. Additional hours / overtime to provide cover will be required.

**Salary** - £8,380.32 plus bank hours as required at £13.43 per hour

**Annual Leave** – Four weeks (pro-rata) plus bank holidays. Holidays increase after two years’ service to a maximum of five weeks pro-rata after six years’ service. The holiday year runs from 1 April to 31 March each year.

**Benefits** - The post holder will be entitled to free use of the YMCA East Surrey fitness centre in Redhill and half price YMCA childcare for dependents. There is free parking available at the Sports and Community Centre. YMCA East Surrey also operates a Cycle to Work Scheme.

**Pension** - There is a YMCA East Surrey pension scheme - details available on request.

### Closing date and interviews

The closing date is 31 June 2025.

# Person specification

### Qualifications, training and understanding

|  |  |
| --- | --- |
| Essential | Desirable |
| Fitness Instructor level 2 | Fitness Instructor level 3 |
| Basic H&S knowledge, including COSHH, manual handling | Previous experience of working in a Leisure Centre  |
| First Aid | Fire Warden  |

### Experience

|  |  |
| --- | --- |
| Essential  | Desirable |
| Experience of working in a customer facing environment | Experience of working with people with additional needs |
|  | Experience of acting as a Duty Officer |
|  | Handling of cash |

### Abilities, skills and attitude

|  |  |
| --- | --- |
| Essential | Desirable |
| Passionate about sports and fitness | Knowledge of membership systems |
| Willingness to learn |  |
| Excellent customer service skills and the ability to resolve complaints and deal with conflict |  |
| To work on own initiative and sometimes under pressure |  |
| Flexible approach and able to work responsibly without close supervision |  |
| Able to prioritise conflicting demands with good humour |  |
| Reliable and show good time-keeping |  |
| Willingness to undergo training |  |
| Ability to carry out basic tasks on a computer or hand-held device |  |
| Applicants must be fully supportive of the Association’s Aims and Purposes |  |