

## POSITION DESCRIPTION

## ASSISTANT MANAGER



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POSITION HOLDER:	VACANT
SECTION:	Friends Health & Fitness
POSITION REPORTS TO:	Centre Manager
REPORTS TO POSITION:	Learn to Swim Officer, Gym Services Coordinator
CLASSIFICATION:	Contract
STUDENT CARE:	Yes
PERCENTAGE OF FULL-TIME:	100%

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## PURPOSE

The role of the Assistant Manager is to assist the Centre Manager in the day-to-day operations of the centre, with specific focus on ensuring the safe and efficient delivery of innovative, high quality aquatic and fitness programs and offerings that encourage customer loyalty.

## PRIMARY DUTIES

- o Take responsibility for overseeing the efficient delivery of Learn to Swim and Gym programs and classes delivered by the centre, including the development and implementation of new offerings to increase participation and revenue.
- o Develop systems, practices and policies to ensure high quality delivery of programs and activities for Learn to Swim and Gym areas, with a focus on growth, profitability and customer experience, along with compliance with safety standards and industry requirements.
- o Maintain ongoing engagement with, and support for, all team members ensuring that the expectations for delivery of the centre's programs are consistently being met, and that the team are engaging with customers confidently and professionally.
- o Seek opportunities for continuous improvement through analysis and review of data and documentation relating to program offerings and memberships, evaluating customer and team feedback and reviewing targets and financial performance against industry benchmarks.
- o Work with team members to ensure a proactive approach to member engagement and retention, and undertake promotion and communications in relation to Learn to Swim and Gym offerings in order to grow the membership base.
- o Build effective relationships with customers, members, the school community and the broader community through effective networking and promotion of the centre and its offerings.
- o Take responsibility for developing innovative approaches in relation to the use of space within the centre whilst ensuring no conflict between programs and / or other offerings.

- o Actively seek external grant funding to enable the introduction of sustainable aquatic, health and wellbeing programs to support an increase in participation in water safety activities and exercise.
- o Actively contribute to the preparation of annual centre budgets, along with regular monitoring, adjustment and variation reporting in relation to Learn to Swim and Gym program revenue and expenses.
- o Work towards goals within the Business Development Plan and Strategic Plan, reporting progress on a monthly basis to the Centre Manager.
- o Take responsibility for management of the centre in the absence of the Centre Manager.
- o Undertake other duties as delegated within the skills and qualifications of the position.

#### DELEGATIONS

- o Purchasing of relevant equipment and consumables
- o Items up to the value of \$1,000

#### SUPERVISION OF POSITIONS

- o Gym Services Coordinator
- o Learn to Swim Officer
- o Casual staff
- o All Centre staff in the absence of, or as delegated by, the Centre Manager

#### KEY RELATIONSHIPS

- o Centre Manager
- o Centre Staff
- o Director of Business Affairs
- o External stakeholders
- o Local schools and community groups

#### SELECTION CRITERIA

1. Relevant qualifications and technical skills in a fitness, sports or aquatic environment and/or relevant experience in relation to frameworks, deliverables and compliance requirements for the health, fitness and aquatic industries.
2. Demonstrated understanding of fitness and aquatic consumer markets, including developing customer growth and retention models, and implementing systems for improved customer experience.

3. Proven business acumen through management and monitoring of budgets, meeting financial targets and evaluating programs to meet both business and customer needs.
4. Demonstrated ability in effective staff management, mentoring, motivation and support for succession planning.
5. Strong fitness and aquatic industry knowledge that ensures delivery of effective, innovative, safe and appealing offerings to customers of all ages and abilities.
6. Demonstrated confidence and interpersonal skills in dealing with employees, internal and external stakeholders, community, parents, members and the general public.
7. Demonstrated high level of computer literacy, using various software packages for written communications, data analysis, member database management and digital communications.
8. Demonstrated strong written, verbal and analytical problem-solving skills.
9. A current first aid and CPR certificate.
10. A current Working with Vulnerable Persons Check (employment category).

#### CONFIDENTIALITY

A school environment is one where you will have access to highly confidential information, therefore it is critical for the school to explicitly state the following:

#### **Definition**

Confidential Information includes, with the exception of information in the public domain, any information:

- disclosed to you by or on behalf of The Friends' School;
- which comes into your possession, or is generated by you, in the course of your employment, whether or not the information was originally supplied by The Friends' School;
- relating to the dealings, financial arrangements, transactions, general affairs, details of suppliers, staff members, agreements entered into with The Friends' School and the financial position of The Friends' School and other matters that do or may affect the financial position or reputation of The Friends' School; and
- relating to internal management of The Friends' School, the structure of The Friends' School businesses, The Friends' School personnel, policies, strategies, plans, or aspects of its future activities.

#### **Your obligations**

You are expected to:

- use Confidential Information solely for the purpose of performing your duties;
- take all reasonable precautions as may be necessary to maintain the confidentiality of Confidential Information;
- not remove any Confidential Information from the school's premises without its prior

consent;

- not (except in the normal course of carrying out your duties) copy or duplicate any Confidential Information without the consent of The Friends' School and
- immediately notify The Friends' School of any suspected or actual unauthorised use, copying or disclosure of Confidential Information.

Signed acceptance of the above position description.

Name:

Date:

Signature: