

Health & Fitness Programme

Studio Coordinator

Job Description

Reports to: Studio Manager

Responsible for: Supervision of studio programme, volunteer instructors, paid instructors, studio maintenance, studio equipment maintenance. Gym floor cover and gym programmes. Hire of Pilates studio.

Job Purpose:

To assist in the coordination, management and development of the Club's studio and studio programmes. To assist in the delivery of effective personal fitness and development programmes to members.

Organisational Context

Central YMCA comprises five component operations. Central YMCA Club; Central YMCA Qualifications; Tonbridge Centre; and Y Touring Theatre Company operate directly through the Charity and YMCA Fitness Industry Training (YMCAfit) operates through a subsidiary charity, London Central YMCA Ltd. The Charity's mission is delivered predominantly within health, fitness, education and creative arts sectors and is to "provide, inspiration, education and opportunities for health in mind, body and spirit".

The programme department is at the core of Central YMCAs' health and fitness operation, and is run by a dedicated team of staff and volunteers. It produces a large timetable of fitness related activities for all communities. The department splits into main areas of responsibility, the pool, healthy living, Y-Active, exercise to music, fitness training, lifestyles and arts, positive health

The Studio remit includes:

- *Group Exercise Programme – Exercise to Music*
- *Mind and Body Programme*
- *Therapy Rooms*
- *Organisation of members socials*
- *Volunteer training and socials*
- *Masterclasses*
- *Income through Pilates classes and Pilates studio hire*
- *Income through studio hire*

Scope and Limits of Authority

- Discretion to act and make appropriate decisions to ensure the smooth running of the studio programme.
- Discretion to act to ensure the effective delivery of the Club's studio timetable.

Main Duties and Responsibilities

Customer Service

- Proactively develop and maintain the highest standards of customer care in all areas of the Clubs programme and departments.
- Assist in the coordination and development of members and volunteers social functions.
- Maintain a high profile on the gym floor maintaining a positive attitude to assist with member welcome at all times.

Studio Programme Development and Delivery

- Assist in delivering a consistently high standard of development, implementation, organisation and administration in all aspects of the studio programmes.
- Contribute to the development and delivery of cutting edge studio programmes that meet members' needs and underpin and broaden the scope of health related exercise.
- Contribute to the development of new studio based activities that supply secondary income.
- Assist the Studio Manager in ensuring that adequate physical and staffing resources are available to deliver excellent studio programmes.
- Work with members and volunteers closely to meet the needs of service users.
- Stay in touch with health and fitness industry developments to ensure high standards of programme that meet members' needs in the short, medium and long term.

Studio Coordination and Administration

- Coordinate and administer appropriate class cover.
- Conduct head counts and surveys to monitor class performance.
- Monitor and upkeep all studio audio equipment.
- Manage and maintain high levels of cleanliness for a safe and effective operation of all studio areas and equipment.

Programme Delivery

- Teach to an excellent standard a minimum of 8 Exercise classes a week – internally and externally (CMS/One KX).
- Provide 10/15 hours gym floor cover in the Club.
- Act as cover according to the needs of the programme.
- Assist in the development and delivery of relevant members and volunteers educational courses and volunteer training programmes to the highest standard.

Strategic/Financial Planning

- Assist in the development, implementation and management of the annual budget and strategic plan for the studio and gym programme.

Staff and Volunteer Support

- Seek out and recruit potential volunteers to deliver and support the programme.
- Assist in the development and delivery of volunteer training workshops.
- Assist in the induction and performance management of line managed volunteers.
- Act as a positive role model for all staff, volunteers and members.

Relationships

- Be proactive in developing positive relationships with members, volunteers and tutors.
- Maintain effective communication at all times with all departments.
- Work with the other operations of Central YMCA as appropriate.
- Develop and maintain professional working relationships with all Charity personnel.
- Provide regular feedback to your line manager ensuring they are advised of all developments and problems within your areas of responsibility.
- Act all times in the best interests of the Charity to further good public and community relations.

Self Development

- Conduct a continual review of personal performance, seeking to improve effectiveness both individually and as a team member.
- Keep up to date on programme development through reading, courses, conferences and training events apply this learning at all times where possible.

- Assist in the identification of self training and development needs in relation to your duties, ensure that these are fulfilled in line with the Clubs' business objectives.
- Understand and work towards individual and team business objectives.

General

- Attend meetings as required.
- Ensure that health and safety standards are maintained at all times, advising either line manager or Health and Safety representatives of potential risk areas.

This job description is issued as a guideline to assist you in your duties, it is not exhaustive and we would be pleased to discuss any constructive comments you may have. Because of the evolving nature and changing demands of our business this job description may be subject to change. You may, on occasions, be required to undertake additional or other duties within the context of this job description, and according to the needs of the Charity.

Studio Coordinator

Person Specification

We seek candidates who can demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having any direct previous experience of the job content. If you are short listed, we will be looking for evidence of all of the key competencies during the selection process.

<ul style="list-style-type: none">• People management• Customer focus and managing diversity• Building effective external relationships• Team working and co-operation• Negotiating and influencing• Proactivity and initiative• Problem-solving and decision-making• Expertise	<ul style="list-style-type: none">• Project and resources management• Setting up systems• Communication• Managing self and relationships with others• Personal effectiveness• Creativity and innovation• Analysing and interpreting written and numerical information
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Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the CV covering letter to demonstrate your capabilities in relation to each of the criteria listed in Sections 1 and 2 below (addressing each point in order). You must address all of the essential (E) criteria and where possible those labelled as desirable (D) criteria.

1. Qualifications and Previous Experience

- 1.1 R.S./YMCA FIT/CYQ or equivalent Exercise to Music, YMCA FIT/CYQ or equivalent Gym instructor. Stott Pilates Mat work or Reformer qualification (desirable)
- 1.2 Industry experience, teaching/delivering a wide variety of studio classes and gym floor cover.
- 1.3 Experience of working in a face to face customer role, with a proven record.

2. Special Knowledge and Job Requirements

- 2.1 Level 3 Advanced Instructor award or working towards.
- 2.2 Ability to teach to teach classes/workshops to a very high standard.
- 2.3 Maintaining safe and effective working relationships with customers, volunteers and external organisations.
- 2.4 An adaptable and flexible approach to the job role.
- 2.5 A variety of other fitness related qualifications.

3. Additional Job Requirements

- 3.1 An organised approach to work, good time management skills and the ability to prioritise.
- 3.2 Work allocated hours as agreed by line manager at One KX – YMCA Fitness and Arts Centre Kings Cross.

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