Prime Acrobatics

Job Description: Assistant Gym Manager

Job Title: Assistant Gym Manager

Location: Working across both of our centres in Camberley and Woking.

Reporting to: Gym Manager

Hours: Full time, 40 hours per week to include some evenings, weekends and bank holidays, based on the needs of the company. General work pattern will be four weekdays plus one day at the weekend. There is an expectation for you to rotate your days off, to ensure you are seen and accessible to the entire coaching team.

Overall Aims of the Role:

- To oversee all aspects of coaching and the day-to-day running of Prime's acrobatic programmes.
- To support the Gym Manager in taking overall practical responsibility for our gym activities, our staff, members and their health, safety and well-being.
- To oversee the delivery of the company's acrobatic programmes, helping to ensure high standards are consistently maintained.
- To manage, direct and support all coaching staff.

Main Duties and Responsibilities

Members Management

- To assist in managing any gym-related complaints or issues.
- To distribute positive feedback from members to the team.
- To work closely with our Gym Manager following any significant injury or incident within the gym. To access, document and follow up with staff or members where needed.
- To work closely with the Gym Manager and senior staff to manage our participants' expectations and parents' understanding of their personal development.
- Help address any parental issues and specific circumstances related to their child and their class.

Programme Management

- To ensure our environment is welcoming, friendly and supportive to all; participants should leave sessions happy, having been engaged and challenged.
- To ensure all activities are pitched at an appropriate level for participants and that staff are being proactive in their coaching.
- To lead and oversee classes when required, including delivery, as well as supporting any other focused groups that may be introduced.
- To take responsibility for ensuring the implementation of health, safety and welfare actions/ guidelines. This includes the following:
    - Ensure accident forms are completed correctly and stored correctly.
    - Following up with the maintenance department on any faulty equipment.
    - Ensuring all registers are being completed, medical notes are communicated to coaches and individual action plans are adhered to.
- To provide support to our administration team to aid with participants switching classes and also handling follow-ups with members on fees, BG membership, term dates, fun weeks and more. Also, to liaise closely with the office to manage class and individual child notes, address any outstanding medical forms, insurance or class payments.
- Ensure the coaching team is aware of any taster sessions and follow up appropriately with the parent and child after the class.
- To ensure all our classes are running efficiently, i.e. starting and finishing on time and are delivered to our high standards.
- To oversee class capacities and manage our class make-up facility.
- To work closely with the Gym Manager to support each other and ensure there is continuity of standards across facilities.
- To help raise coaching standards, build continuity of teaching techniques and our philosophy within the company.
- Have an input into session planning for our general classes.
- Support the planning and implementation of our rewards programme.
- Help to ensure children are moved up through classes and all classes are working to full capacity.
- Pass on information and liaise closely with the Welfare Officers to help address any child protection or safeguarding concerns.
- To continually help assess and manage risk throughout the company and all of our programmes.

Staff Management

- To set clear work expectations for the coaching team, motivate and lead the team by setting a positive example.
- To help manage the coaching team on a daily basis and help build communication among staff for all essential matters, particularly in relation to coaching and changes in daily responsibilities.
- To provide staff with clear goals and help fulfil their personal work aspirations.
- To refer staff to company policies and procedures.
- To ensure cohesion in the team and sharing the workload and responsibilities.
- To support mentoring and appraisals.
- To help all staff to have fun, be creative, try new things and learn from mistakes.
- To make yourself accessible to the entire coaching team.
- To attend and support regular coaches meetings.
- To take responsibility for inducting new staff.
- To work closely with the Coach Education Manager to support the training of our coaching staff; including delivering content.
- To support staff in using our shared company drive, accessing their timesheets, class apparatus plans and more.
- To support staff questions or concerns surrounding their employment and direct them to the most appropriate staff member.
- To ensure the appropriate staff have keys to the facility and understand both our opening and lock-up procedures.

Other

- To act as a Duty Manager and take overall charge of a centre, including opening up and closing up as well as attending to all staff and member needs.
- To take overall charge of the running of both centres when the Gym Manager is on annual leave.
- To maintain a good professional appearance, always act as a role model to other staff and as a key ambassador for the company.
- To assist with any other administrative tasks or special projects that would benefit the company.
- To use your own initiative in tasks such as answering the phone, taking payments and support our front desk when needed.
- To continually help establish new participation and growth opportunities for the company.
- To work closely with the management team to continually improve our company standards and overall quality of service.

Skills required

- A flexible and adaptable approach to work.
- Proficient in Microsoft Office and Google Workspace.
- Strong written communication skills.
- Strong leadership, verbal communication and management skills.
- Excellent punctuality.
- A good level of acrobatic technical knowledge.

Remuneration Package:

- Salary based upon level of experience.
- Minimum of 5.6 weeks of annual leave (based on 4 weeks plus 8 English public holidays). Some holidays may be forced in line with club closures.
- Contributory pension scheme, if eligible.

Essential Criteria:

- Applicants must have the right to work in the UK without employer sponsorship.
- Full UK Driving License (Category B).
- Minimum 5 years of coaching experience.
- Minimum 3 years of experience supporting operations in a large gymnastics club.
- Current DBS certificate.

Desirable Criteria:

- Experience in circus, entertainment and other acrobatic disciplines.
- Management or leadership training.
- Level 3 UKCC/ British Gymnastics coaching award.
- British Gymnastics coaching awards in multiple disciplines.
- Current safeguarding training as deemed acceptable by British Gymnastics.
- Current suitable first aid training.