

Job Description

Position/Job Title:	Gym & Duty Manager
Ref:	827
Professional Service:	Sport And Culture
Location:	SportBU
Normal hours per week:	37
(Some flexibility will be required in order to ensure that key time scales and deadlines are met).	
Grade:	4
Accountable to:	Operations Manager
Responsible for:	Duty Supervisors, Fitness Instructors, Group Exercise Instructors, Sports Assistants
Special Conditions:	Enhanced DBS required; evening and weekend working on a shift rota basis.

Job Purpose

This position Gym & Class Manager (with Duty Manager Responsibilities) leads the daily operational delivery of SportBU's gym, studio and health & fitness provision. The shift pattern will include Early, Late and Weekends hours. The role will include Duty Manager responsibilities. The postholder drives commercial performance, oversees facility safety and readiness, manages staff on shift, and ensures an exceptional member experience. They support the Operations Manager in delivering strategic objectives, growing gym memberships, and maintaining high standards across SportBU's fitness environments.

NB. The balance of responsibilities may vary from time to time and will be reviewed as part of the appraisal and development process.

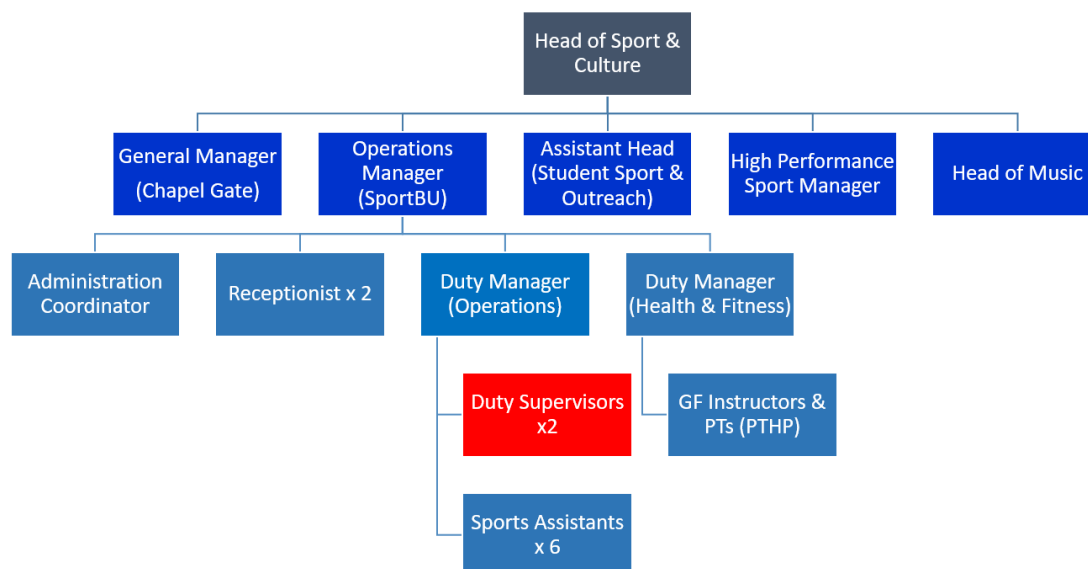
Main Responsibilities

1. Take sole responsibility for SportBU's fitness facilities while on shift, ensuring safe, efficient and compliant operation at all times. This includes the main gym, spin studio, group exercise studios, high-performance suite, therapy rooms and changing areas.
2. Conduct regular building checks for cleanliness, maintenance defects, equipment safety and compliance with BU health & safety guidelines. Escalate issues to Estates or the Operations Manager as required.
3. Ensure all fitness areas and equipment are prepared, reinstated and ready for programmed activities, including group exercise classes, inductions and personal training sessions.
4. Act as Duty Manager during scheduled rota shifts, overseeing daily operations, health and safety compliance, and customer service standards.
5. Act as a first aider on shift, providing cover for SportBU and the wider BU campus when required.
6. Ensure safeguarding responsibilities are met at all times, complying with BU's Safeguarding Policy and mandatory training.
7. Lead the delivery of SportBU's gym membership strategy, driving sales, retention and member engagement through proactive customer service and targeted initiatives.

8. Support the development and delivery of local marketing campaigns to maximise membership growth, class attendance and participation in wellbeing programmes.
9. Monitor usage trends, customer feedback and membership data to identify opportunities for commercial improvement.
10. Provide tours, promote memberships and deliver high-quality customer interactions to enhance the member journey.
11. Coordinate the group fitness programme, ensuring classes are scheduled effectively, instructors are booked, and sessions run smoothly.
12. Oversee the quality of group exercise delivery, supporting instructors with programming, training and performance feedback.
13. Teach group exercise classes as required (e.g., HIIT, spin, circuits, yoga), ensuring safe and inclusive delivery.
14. Manage studio equipment inventory, ensuring safe storage, maintenance and availability for classes.
15. Line-manage Duty Supervisors, Sports Assistants and fitness staff while on shift, fostering a positive, customer-focused culture.
16. Delegate tasks appropriately, ensuring staff understand priorities and deliver high standards of service.
17. Train and support staff in customer service, health & safety, equipment handling and operational procedures.
18. Ensure staff adhere to BU policies, procedures and operational standards.
19. Ensure proper accounting and reconciliation of daily cash receipts in accordance with BU Financial Regulations.
20. Maintain accurate records relating to memberships, class attendance, equipment checks and operational data.
21. Use the Advantage leisure management system confidently to support bookings, point of sale, customer queries and reporting.
22. Support the Operations Manager in developing operational plans, commercial strategies and service improvements.
23. Engage proactively in all areas of SportBU business activity, identifying new opportunities aligned with departmental strategic direction.
24. Participate in University-wide events (e.g., open days, fresher's activities) to promote SportBU services.
25. Actively contribute to the delivery of the Student Services Plan and BU2035, enhancing student experience and improving operational efficiency.
26. Undertake any other appropriate duties as required.

Organisation Chart

Head of Sport & Culture → Operations Manager (SportBU) → Duty Manager (Health & Fitness) → Duty Supervisors → Fitness Instructors / Group Exercise Instructors → Sports Assistants



Information Governance Responsibilities

Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is bared from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

August 2026

Person Specification

Position / Job Title: Gym & Duty Manager	Position No: TBC
Professional Service: Sport and Culture	Date: August 2026
SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience & qualifications)	
Experience working in a multi-facility leisure environment	E
Knowledge of health & safety guidelines in sport/leisure	E
Experience leading teams or supervising staff	E
Experience in customer-facing roles	E
Experience driving gym memberships or commercial targets	D
Experience coordinating group fitness programmes	D
Experience teaching group exercise classes	D
Experience with leisure management booking systems	D
Experience in cash handling and financial reconciliation	D
Level 2 Gym Instructor qualification	D
Level 3 Fitness Instructor / PT qualification	D
Group exercise certifications (ETM, Les Mills, Spin etc.	D
Skills	
Excellent interpersonal communication skills	E
Strong time management and organisational skills	E
Ability to manage multiple tasks simultaneously	E
Competent IT and social media skills	E
Accurate administration and data entry skills	E
Attributes	
Positive, can-do attitude and strong team player	E
Ability to motivate and delegate effectively	E
Ability to work on own initiative	E
Good attention to detail	E
Assertive, diplomatic and tactful	E
Proactive, keen to learn and grow within the department	E
Flexibility to work evenings and weekends	E
Customer-focused	E
Positive attitude towards safeguarding	E