# Recruitment pack

Job Title Here

Queen Mary Students' Union

# Welcome



**Mike Wojcik**
Chief Executive Officer

Queen Mary Students' Union is a diverse, student-led charity that strives to be at the heart of the experience of all students at Queen Mary.

The Students' Union is democratically led by students and elected officers. The Elected Officers are supported by our staff team. We offer students a range of activities, opportunities and commercial services, with profits reinvested back into the Students' Union.

It is our job as a Students' Union to ensure all our students get the most out of their time here. We work to ensure all activities and services we offer encapsulate our values and create an environment where together, we improve students' lives.

We need your help to achieve this. We are a thriving organisation with a diverse and engaged body of staff, made up of career part-time student staff. We have immense pride in what we do and are constantly striving to do better.



**See our full strategy and our progress so far: qmsu.org/strategy**



## Our Elected Officers

We are proud to be a student-led, democratic membership organisation that is the voice of all students at Queen Mary. It's our job to represent students and ensure the University and wider community are listening to what our students have to say. We are committed to being at the heart of the student experience and our wide range of charitable and commercial services work hard to offer students opportunities to have fun, find a voice, be empowered and to get involved in a wide range of activities

Our staff team is a close-knit community. We are a fun, dynamic and exciting organisation to work for! We offer many opportunities to ensure staff develop both personally and professionally. There are many opportunities to deliver real change and make a difference.

# Our mission

## WE LISTEN. WE ACT. WE IMPROVE STUDENTS' LIVES.

# Our vision

Our vision is for every student to feel they belong, in an environment where wellbeing, inclusion and community are at the core of everything we do. We will ensure every student is empowered to grow and thrive throughout their time at University and beyond into their future lives.

# Our values



# Our structure

## Commercial Services



Qmotion Sport and Fitness Centre



Retail and Cafés



Venues and Events

## Central Services



Cleaning, Facilities and Maintenance




Communications and Marketing



Finance and Administration

## Charity Teams



Student Voice



Sport






Customer Services



Help and Advice

Student Engagement

# Our work

**Here are a few campaigns and projects from recent years. Working collaboratively with students, staff, and community partners, we've launched new initiatives, engaged thousands of students, and used their feedback to continually improve what we and the University offer. This is just a selection of our highlights.**



## This Girl Can

This Girl Can Week celebrates women in sport and aims to boost female participation in sport across our campuses. In 2018-19, 212 students participated in 14 events across the week. 12 students were also profiled on our online channels.




## Liberation Campaigns

We organise, facilitate and manage events throughout the year as part of our liberation campaigns – Asian Heritage Month, Black History Month, Islamophobia Awareness Month, LGBT+ History Month and Women's Week. The campaigns see a number of events held on campus, touring exhibitions, online profiles and features and awareness raising content across our website and social media.




## Reusable Mugs Save Thousands of Paper Cups Going to Waste

Since the introduction of our Students' Union-branded reusable mugs across our outlets and a new, increased discount of 20% when purchasing a hot drink with your own mug, our café has seen a huge increase in the numbers of people bringing their own mugs. Ground  Café had 7,666 own mug sales in 2017-18, meaning thousands of single-use paper cups have been saved from landfill.

# Staff benefits

**We have a fantastic range of benefits for our Students' Union staff.**

A full range of benefits are available to staff that will support their personal development and provide them with a secure and interesting working environment. Here are some of the staff benefits below:



- Annual leave – the full-time annual leave annual entitlement is 30 working days (not including bank holidays)
- Season ticket loan scheme
- Generous Pension scheme
- Cycle to work scheme
- Qmotion sport and fitness centre
- Employee Assistance Programme
- Flexible working practice (based on personal circumstances and working preferences)





# Job description

| Job details | |
|---|---|
| **Job title** | Fitness Coach – Qmotion Sport & Fitness Centre |
| **School/Dept/Institute Centre/Faculty** | Queen Mary Students' Union |
| **Reports to** | Qmotion General Manager |
| **Grade and salary** | Grade 2 (£30,414-£33,165 per annum) |
| **Hours per week** | Full-Time |
| **Appointment period** | Indefinite |
| **Current location** | Mile End |
| **Work activity type** | Admin/Operational/Technical and Support |

## Job context

Qmotion is the Students' Union run Sport & Fitness Centre, located on the Mile End campus and provides students, staff and the wider community with diverse and inclusive fitness facilities and services to enable an active lifestyle.

We are seeking an experienced fitness coach to support the successful operations of the Sport & Fitness Centre.

The facilities are open seven days per week, and this role will incorporate the working of unsociable hours including early mornings, late nights, weekends, and bank holidays.

## Job purpose

You will be responsible for providing guidance and assistance to users of the fitness areas, ensuring all areas of the facility are clean and free from hazards, and improving member experience through the proactive promotion and delivery of our fitness services including inductions, group exercise classes, personal training, and events. The successful applicant will be expected to support the development of our group exercise programme through review of our group exercise classes, our timetable, as well as through the regular delivery of group exercise classes in a professional and friendly manner. To excel in this role, it is essential that you have experience in delivering a diverse range of group exercise classes to a broad range of clientele.

For the right candidate there will be the opportunity to support the development of our performance programme through the delivery of strength and conditioning services for our student athletes. For this opportunity candidates must be able to demonstrate experience delivering strength & conditioning services to teams or individual athletes.

## Main duties and responsibilities

1. To design, deliver and review gym inductions and personalised fitness programmes for users of varying levels of physical fitness and training experience.
2. To actively monitor, coach and support users of the health and fitness facility to ensure users are displaying safe and effective exercise technique
3. To regularly deliver group exercise classes as needed in a professional and friendly manner adhering to the description of the class and modifying the intensity for users as necessary.
4. Actively keeping up to date with current sport science research and best practice relating to exercise prescription through regular reviews of scientific literature.
5. Assist in improving member experience and educate users on the importance of physical activity on wellbeing through the proactive promotion and delivery of fitness services including gym challenges, events, inductions, personal programmes and the group exercise timetable.
6. Performing routine maintenance checks on equipment within the gym and reporting faults to relevant repair companies.
7. Keeping the gym clean and free from hazards, ensuring the gym remains a safe space for people to train in confidence
8. Assisting with the implementation of services offered to members with the aim of improving operational efficiency and customer experience.
9. Acting as Duty Manager when needed, ensuring the facility opens & closes on time, performing routine health & safety checks of the facility, monitoring staff performance and reporting any issues to the relevant manager, dealing with customer queries and complaints in a professional and courteous manner, cashing up tills at the end of each day, reporting any maintenance problems to the Estates Department, and providing first aid to anyone injured within the facility.
10. Planning, organizing and delivering both short term and ongoing projects under the guidance of the Qmotion Fitness Manager.
11. Attending internal and external CPD programmes as part of the fitness team and gaining qualifications as necessary to ensure the provision of excellent service to our users.

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.

This job description accurately reflects the duties and responsibilities of the role at the time the job description was written. These duties and responsibilities may change over time without significantly impacting on the character of the role, the overall level of responsibility, or its grade.

Depending on strategic or operational needs, the jobholder may in the future be required to work for another existing or new organisational unit and/or at a different site within Queen Mary. This may be on a temporary or indefinite basis and may involve a change in line management and / or regularly working at more than one site.

Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The Queen Mary salary structure includes automatic pay progression within the published grades, subject to service, funding and performance. In addition to this, there are performance related annual pay review schemes in place.

## Person specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these
**Essential:** Requirements without which the job could not be done.
**Desirable:** Requirements that would enable the candidate to perform the job well.

| **Qualifications** | Essential | Desirable |
|---|---|---|
| Relevant Fitness or coaching qualifications with evidence of continuing professional development. | ☒ | ☐ |
| Relevant group exercise qualification(s) e.g., Spin, ETM, Yoga etc | ☒ | ☐ |
| A qualification at degree level (or equivalent) in sport and exercise science or related subject field. | ☐ | ☒ |
| First Aid at Work Qualification | ☐ | ☒ |
| UKSCA accreditation | ☐ | ☒ |
| **Experience/Knowledge** | | |
| Experience working withing the fitness industry e.g., fitness instruction, personal training, S&C coach etc. | ☒ | ☐ |
| Experience in a customer-facing roll, and delivering excellent customer service | ☒ | ☐ |
| Experience delivering group exercise classes to a wide range of clientele. | ☒ | ☐ |
| Excellent knowledge of evidence-based exercise prescription with the ability to construct long term training plans for people with a wide variety of fitness goals. | ☒ | ☐ |
| Knowledge of the importance of physical activity to individuals' health and wellbeing | ☒ | ☐ |
| Experience in a duty manager or facility manager role | ☐ | ☒ |
| A basic understanding of relevant policy and legislation such as data protection, basic employment law and health and safety legislation | ☐ | ☒ |
| **Skills/Abilities** | | |
| Ability to accurately demonstrate and coach a variety of free- weight, machine, and body-weight exercises including training modalities such as Olympic weightlifting and plyometrics. | ☒ | ☐ |

| | | |
|---|---|---|
| Excellent communication and interpersonal skills | ☒ | ☐ |
| Good IT skills including Excel, Word and Teams | ☒ | ☐ |
| Ability to learn new software quickly | ☒ | ☐ |
| Good time-management and organisational skills, ability to plan, manage and monitor a variety of commitments, and balance conflicting work priorities to meet organizational objectives | ☒ | ☐ |
| Excellent communication and interpersonal skills | ☒ | ☐ |
| **Other** | | |
| Ability to work unsupervised, have a pro-active approach to work | ☒ | ☐ |
| Ability to perform complex task with accuracy and attention to detail | ☒ | ☐ |
| Passionate and enthusiastic about improving the student experience | ☒ | ☐ |
| Empathy with the aims and values of Queen Mary University of London Students' Union | ☒ | ☐ |
| Willing to attend training, courses, meetings, and conferences as needed | ☒ | ☐ |
| Willing to work off site, and unsociable hours including early mornings, late nights weekends and bank holidays as needed | ☒ | ☐ |
| *The ability to meet UK 'right to work' requirements. | ☒ | ☐ |

* The University has a legal responsibility to ensure that all potential employees can provide documentary evidence of their legal right to work in the UK prior to commencing employment. Candidates shortlisted for interview will be ask to bring their passport or another acceptable form of evidence to verify their right to work.

Daniel Crooks-May

Qmotion General Manager

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