



Job Pack

Deputy Fitness Centre Manager

(Fitness & Operations)

Chief Executive's Introduction

Dear applicant,

I am delighted that you are interested in applying for a role at Students' Union UCL. We are an inspiring organisation that is committed to providing a fantastic experience to the 55,000+ students at UCL.

We aim to give students a transformative experience whilst studying at the University, supporting them to navigate the challenges of university life, making friends and having fun, building their skills and confidence, and empowering them to be exceptional leaders in their future lives and careers.

We're at an important moment in our history, undergoing an exciting period of significant growth and renewal. We have the widest portfolio of services of any students' organisation in the country, providing all of the extra-curricular sports, arts, music, drama and community volunteering at UCL, as well as a wide range of thriving cafes, bars and shops, an independent student advice service, and we empower thousands of students to develop as leaders and represent their peers across the University. We have a vision to become one of the best student organisations in the world.

In recent years, we have:

- Significantly increased student participation in sport and physical activity for students, with 20,000 now engaged in our sports programmes, improving mental and physical health.
- Developed a sector leading student arts programme engaging almost 10,000 students, based in our iconic Bloomsbury Theatre and Studio – London's only student-led theatre.
- Established the strongest student-led social impact programme in the UK, with over 3,000 students engaged in positive social action with our local community.
- Expanded the work of our student Advice Service – supporting more vulnerable students than ever before and launching the UK's largest student-led hardship funds.
- Holding the largest student election in the UK with over 17,000 voters.
- Been awarded Silver for Investors in People, with the Union described as a dynamic and fun place to work.
- Expanded our cafés, bars, shops and gym to provide a fantastic range of spaces and services for our members and generate more funds to support our activity.
- Secured a multi-million-pound investment to enhance co- and extra-curricular activities as part of UCL's new Student Life Strategy.
- Developed our national campaigning and influence, working closely with other Students' Unions to establish Russell Group Student Unions and Sustainable SUs – the national sustainability charter for students' unions.

You can read about our work over the past year here: [Impact Report 2025](#).

We hope you will be interested in joining us and supporting the next phase of our exciting growth and development.

Best wishes,

John Dubber
Chief Executive



About the Students' Union

Students' Union UCL is an organisation that exists to make more happen. We are the representative body for University College London's (UCL) students, one of the most diverse student communities in the world. UCL students have the potential to do anything, and the Union plays an essential role in helping them to achieve things they may have never thought possible. As a charity we employ over 130 career staff and over 250 part-time student staff, and deliver a wide range of services and representative functions for students. We work in partnership with UCL towards a fantastic experience for all of our 55,000+ students and to ensure that university life enables them to develop the skills, experience and confidence to become the leaders of the future.

Our vision is of an outstanding experience for all UCL students and to be one of the best students' unions in the UK and the world.

Our Services

Students' Union UCL is one of the largest student organisations in the UK. It is a charity with over 50,000 student members. It employs around 500 staff and has an annual turnover of more than £17m.

It provides a wide range of services including:

- Providing an extensive extracurricular activities programme, including all sport, music, performing arts and volunteering at UCL.
- Over 400 student clubs and societies with over 20,000 members.
- Major events to build student communities and celebrate the culture of student groups across the university.
- One of the largest student volunteering services in the UK, with 2,000 students contributing over 60,000 volunteering hours each year to projects across London.
- Five cafés, four bars, a merchandise shop, a gym, and a convenience store.
- Support to over 2,000 elected student representatives across all university departments.
- An Advice Service supporting students to deal with housing, financial, academic, and employment issues.
- Fitness centre and 100-acre sportsground.
- Student media and radio station.
- Support to student representation, networks and campaigning groups.
- Student Job Shop.

About TeamUCL

The Sport and Physical Activity department exists to provide the UCL community with a diverse range of opportunities to participate in sport and physical activity. Our work includes running TeamUCL, a sporting community of over 80 clubs and a growing number of intra-mural leagues, as well as delivering Project Active, our award-winning participation programme offering beginner friendly, low-commitment activities in an accessible and welcoming environment. We also operate UCL's on-campus gym provision, TeamUCL Gyms, which provides facilities to thousands of students and staff at sites in Bloomsbury and UCL East.

TeamUCL Gyms, our on-campus gyms, are central to achieving our aims of

- Embedding a university-wide culture of sport and physical activity
- Improving wellbeing through creating a physically active university community
- Supporting our students to reach their sporting potential
- To be recognised as the best sporting University in London

TeamUCL Gyms are the hub of sport and physical activity across our campuses. The whole UCL community has access to our gyms (Bloomsbury and East), and we have a large and diverse member base. The Bloomsbury site is used to facilitate sport and physical activity programs and utilised for club training. The Deputy Fitness Manager will lead their team to deliver an exceptional member experience across all our fitness initiatives.





Job Description

Job title:	Deputy Fitness Centre Manager (Fitness and Operations)
Department:	Sport and Physical Activity
Reports to:	Fitness Centre Manager
Grade:	6
Responsible for:	Group Exercise Assistant, Fitness Instructors and Casual Fitness Instructors

Purpose of the Job

The Deputy Fitness Centre Manager is responsible for the operational management of TeamUCL Gyms, ensuring all members have an excellent user experience across all sites. They have oversight of operational procedures, ensuring best practice and adherence to health and safety standards. They will lead from the front, ensuring fitness programming, exercise classes and personal training are of an exceptional standard. We pride ourselves on our inclusivity, and our ability to cater to all experience level and this role will help create an environment that is welcoming for all our site users.

The Deputy Fitness Centre Manager (Fitness and Operations) will work alongside the Deputy Fitness Centre Manager (Sales and Member Experience), and the Fitness Centre Manager as part of a collaborative centre management team.

The Deputy Fitness Centre Manager (Fitness and Operations) is responsible for the line management of the Group Exercise Assistant, Fitness Instructors and Casual Fitness Instructors. The Group Exercise Assistant is responsible for the administration of the TeamUCL Gyms' class programme. Casual Fitness Instructors are student staff members.

Our equipment provider is Pulse. The centre management team are required to maintain an excellent working relationship with our Pulse Account Manager, and the Pulse maintenance team, to facilitate the smooth running of our gyms.

The Deputy Fitness Centre Manager is a role that is largely based on site (80:20 split) and the post holder will work a minimum of 14 hours per week at front of house, leading delivery. Shift patterns and start times will be dependent on the needs of the business. This will mean occasions when late, early and weekend work will be required. Shift location will vary between our sites. Provided staffing needs are met, the role holder will be able to work from home one day per week.

Duties and Responsibilities

Operations

- To support the Fitness Centre Manager with the operational management of TeamUCL Gyms, including facility scheduling, staffing, cleaning/maintenance and general operations
- To ensure high operational standards through the management of maintenance and cleaning checks. Logging any repairs promptly, ensuring follow-up action is taken if necessary
- To ensure all our sites are tidy, paying specific attention to the gym floor, to minimise health and safety hazards
- To proactively manage health and safety compliance through Riskproof our health, safety and compliance management software
- To ensure full compliance of health and safety procedures through the completion of daily, weekly and monthly checks
- To lead on weekly and monthly cleaning reviews, liaising with the cleaning contractor when required.
- To review and update standard operating procedures (SOPs) and emergency operating procedures (EOPs), to ensure best practice and the changing needs of the business
- To assume shift management responsibility, to maximise performance and customer care
- To be responsible for rota management, covering shifts when required
- To assist the Fitness Centre Manager with financial planning and budget setting
- To work closely with the Deputy Fitness Manager (Sales and Member Experience), to ensure clear communication and operations across all sites
- Line Management and leadership of all fitness staff, leading by example and supporting them to achieve objectives
- To create, review and update operational procedures across all sites, ensuring best practice

Customer Service

- To train and motivate Fitness Instructors across all sites to deliver an exceptional level of customer service
- To assist in the marketing of all our activities and the distribution management of promotional materials
- To assist in the management of TeamUCL Gyms quality assurance systems and procedures
- To ensure customer emails, messages and phone calls are responded to efficiently
- To undertake continued market analysis and conduct regular consultation with students, elected officers, and the TeamUCL Gym user group
- To track, analyse and enhance member retention rates, responding to the feedback of our users
- To deliver fitness training/coaching in sports activities and cover in the absence of a class instructor

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Fitness Operations and Facility scheduling

- To take ownership of our group exercise timetables, monitoring performance against KPIs
- To recruit, train and induct all fitness staff, ensuring compliance with our recruitment practices
- To log gym repairs through the Pulse maintenance portal and liaise with the Pulse maintenance team
- To oversee all areas of fitness delivery; fitness programming, exercise classes and personal training sessions
- To develop and structure the personal training offering, packages and session types.
- To set personal training financial targets, monitor revenue and analyse performance data
- To devise and implement marketing and promotional strategies to promote the personal training offering
- To drive member engagement through fitness initiatives, challenges and events. With the goal of increasing member satisfaction
- To track KPIs for fitness programming activities, monitoring cost effectiveness and rectifying areas of poor performance
- To oversee facility scheduling and work with the Sport Development Team to agree Sports Club use
- To lead on recruitment and training of fitness instructors, ensuring adherence to SOPs and EOPs
- To set-up and maintain Legend membership reports to better inform our service development
- To support the delivery of supported fitness sessions working with the Sports Development Coordinator (Equity and Inclusion)
- To work with the Sports Development Team to facilitate the Elite athlete and High-Performance programme
- To attend and coordinate our activities at UCL Fairs and Open Days
- To coordinate our involvement with the BUCS UNiversal Gym programme
- To maintain and update information and content on all digital platforms

General Duties

- To act as a departmental first aider and fire marshal
- To provide administrative support to the TeamUCL Gym user group
- To actively follow and promote UCL Equal Opportunities and Diversity policies
- To maintain an awareness and observation of fire and Health and Safety Law and Regulations
- To commit to reducing the Union's environmental impact and promote environmental and ethical good practice in line with the Union policy
- To attend appropriate meetings as and when required by the Union
- To carry out any other duties commensurate with the grade and purpose of the post
- The post holder is required to be flexible in their hours of work as the position entails attendance during evenings and weekends
- As Deputy Fitness Centre Manager you will be expected to lead from the front and required to undertake regular duty management shifts

Note: This job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder.

Person Specification

Qualifications	Essential or desirable	If tested and when
Entry level Health and Safety qualification e.g. IOSH Managing Safely	Desirable	Tested at application
CIMSPA Level 2 and/or 3 Qualifications in Gym Instructing	Essential	Tested at application
Valid first aid qualification	Desirable	Tested at application

Experience	Essential or desirable	If tested and when
Experience of work in a sport/leisure setting	Essential	Tested at both
Experience of overseeing standard and emergency operating procedures in a Leisure or Sports setting	Essential	Tested at both
A clear understanding of health and safety, with experience of risk assessments and safety inspections of equipment facilities	Essential	Tested at both
Experience of leading a team of personal trainers to deliver high quality sessions and hit sales targets	Essential	Tested at both
Experience of managing a class timetable and a group of class instructors to hit class attendance targets	Essential	Tested at both
Experience of motivating a fitness team to provide a high level of customer service	Essential	Tested at both
Experience of working with legend software	Desirable	Tested at both

Continued overleaf

Knowledge	Essential or desirable	If tested and when
A sound knowledge of the UK health and fitness sector	Essential	Tested at both
An excellent knowledge of customer service delivery	Essential	Tested at both
A clear understanding of fitness operations and delivery	Essential	Tested at both
Knowledge of university sport, and the wider HE sport and physical activity landscape	Desirable	Tested at both

Skills	Essential or desirable	If tested and when
Excellent verbal and written communication skills	Essential	Tested at both
A proactive approach to health and safety	Essential	Tested at both
Excellent interpersonal skills and the ability to lead a diverse team	Essential	Tested at both
An ability to build rapport with potential members	Essential	Tested at both
Excellent administrative abilities, including proficiency with typical office software packages.	Desirable	Tested at both
The ability to produce and present clear and detailed reports	Desirable	Tested at both

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Values, attitudes and personal style	Essential or desirable	If tested and when
An empowering and supportive approach to elected student officers and a keenness to work alongside them	Essential	Tested at both
Demonstrable ability to recognise the needs of others to ensure that both team and personal objectives are met and strong working relationships maintained	Essential	Tested at both
Demonstrable ability to offer analytical, creative and pragmatic innovative solutions to problems maintaining a can-do attitude at all times	Essential	Tested at both
Understanding of and commitment to the principles of equity, equality, diversity and inclusion	Essential	Tested at both
Demonstrable commitment and passion to working in a democratic and student-led environment	Essential	Tested at both
Evidence of commitment to continuing personal and professional development	Essential	Tested at both

Our Vision

An outstanding experience for all UCL students and to be one of the best students' unions in the UK and the world.

Our mission

We build a vibrant and empowered student community with real influence in UCL and beyond, that enables students to enjoy their time at university; pursue their interests and passions; see the world in new ways; and develop the skills and experience to change the world for the better.

Our team

Our biggest resource as a Union is our dedicated staff team, who deliver a range of services, such as providing advice, securing volunteering opportunities, supporting our clubs and societies and running our cafes, bars, shops and gym. We also have a number of staff delivering professional functions such as HR, finance, communications, and systems support.

Our Strategic Themes

Our Vision and Mission will be achieved through delivering four strategic themes:

Effective Influence

Amazing Experience

Vibrant & Inclusive Community

Excellent Union

Read our current strategic plan at studentsunionucl.org/about-us.

Our Values

Community Building

- We aim to build a strong sense of community for all our students.
- We want students to feel they belong and feel pride in being UCL students
- We support and encourage our diverse student communities to grow and succeed.

Empowering

- We support and empower our students to develop their skills and confidence to change the world for the better.
- We help students to pursue their passions, discover new interests, and do more than they thought possible.
- We provide support when students need it, helping them to access information, advice and support that enables them to overcome barriers and achieve their potential.

Inclusive

- We are a diverse and vibrant community with many different opinions, viewpoints, needs and experiences.
- We value every member of our community and always try to ensure that our services enable everyone to participate in our activities and play a full role in student life.
- We believe that everyone has a right to express their views and to be listened to and respected as a member of our community.

Fun

- We want to make university life fun, distinctive and memorable.
- We want all our students to enjoy their time at UCL and are committed to doing all we can to achieve that.
- We embrace a positive, fun and inspiring working culture for our staff and officers

Democratic

- We believe in representative democracy and work to empower and support our elected officers to help them to be effective leaders of the Students' Union and ambassadors for our members.
- We cherish our democratic structures and want as many students participating in them as possible.
- We recognise that not everyone will always agree, so we encourage our officers to listen to a broad range of student viewpoints and seek to ensure that they consider the breadth of student opinion before taking important decisions.

Bold

- We are innovative and ambitious.
- We want to be one of the best student organisations anywhere in the world.
- Bold thinking is part of our DNA. We are part of a diverse, exciting city and a radical university which has welcomed imaginative thinkers and entrepreneurs.

Sustainable

- We want to be the most sustainable students' union in the UK.
- We want to minimise our environmental footprint in every way possible.
- We want to hand the Union on to the next generation of student leaders and staff in better shape than we found it, protecting its assets and services for the future.

Our Officers

Each year we ask UCL students to choose full-time Sabbatical Officers, who are elected by cross campus ballot, and serve as leaders of Students' Union UCL during their term of office. They are elected with a democratic mandate and have the goal of making positive change at the Union, UCL and beyond. In this role they serve as members of our Board of Trustees and work in partnerships with our Senior Management Team to represent students to the university and provide leadership to the Union's work.

We believe that becoming a full-time officer is one of the most impactful ways of making change happen. Officers work full-time on a special area that's important to them and represent students as members of our Board of Trustees and as members of senior university committees. They have support of full-time staff at the Union to ensure that they provide democratic leadership to our organisation. We also hold elections for a wide range of part-time voluntary roles.



Salary and Benefits

The salary for this role starts at £36,433 per annum (inclusive of London Allowance).

The full time equivalent annual leave entitlement is 27 days plus 8 Bank Holidays plus 6 closure days (pro rata for part-time staff).

Amongst the many benefits, there is enhanced pay for maternity, adoption and paternity. We also facilitate flexible working to ensure greater work life balance. These roles qualify for a generous defined benefits pension scheme with an employer contribution. [Read more on UCL's website.](#)

Further details about the benefits are available via the link:

[ucl.ac.uk/human-resources/working-ucl.](https://ucl.ac.uk/human-resources/working-ucl)

If you have any queries or would like to have a discussion about the role please contact:

Jordan Halliday, Fitness Centre Manager at j.halliday@ucl.ac.uk





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