

## Position Description

<b>Job title:</b>	<b>Fitness Manager</b>
<b>Reporting to:</b>	<b>Operations Manager</b>
<b>Department:</b>	<b>Operations</b>
<b>Location:</b>	<b>St Lucia</b>
<b>Direct Reports:</b>	<b>Venue Supervisor Program Manager</b>

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### Purpose of the Position

The Fitness Manager is responsible for the leadership and operational management of the UQ Sport Fitness Centre. This role ensures the effective and efficient venue utilisation, and delivery of a portfolio of sporting programs underpinned by financial sustainability whilst providing an exceptional customer experience.

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### Key Responsibilities

- Leading, developing and supporting an organisational culture of positivity, accountability and success
- In conjunction with the Operations Manager, development of the operational plan aligned with corporate strategy
- Management of the delivery of the Fitness Centre operational plan
- Development, oversight, monitoring, and reporting of annual budget and key venues operational activities
- Development and fostering positive relationships with key internal and external stakeholders to ensure consistent quality of customer experience
- Development of initiatives to utilise the venue during non-peak periods to increase participation
- Leadership, management and development of the venue staff
- Development and maintenance of operational manuals and procedures
- Compliance with statutory and internal compliance functions within the venue
- In conjunction with the Facilities team ensuring the redevelopment, maintenance, cleanliness and safety of the venue
- Maintaining a positive profile for UQ Sport in the wider University community

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### Essential Qualifications

- First Aid & CPR certificates

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### Essential Experience and Skills

- Minimum of 3 years' venue management experience
- Demonstrated high level business and financial acumen
- Proven high-level customer service and sales skills
- Excellent communication and interpersonal skills
- Proven track-record in increasing program participation

- Proven ability to deliver operational plan aligned to a corporate strategy
- Demonstrated successful experience in managing and leading a team
- Proven ability to innovate and think outside the box to deliver results
- Demonstrated high-level relationship management skills
- Demonstrated personal initiative and ability to work autonomously
- High level of both written and verbal communication skills
- An ability to remain effective in an ever-changing environment

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## Essential Health and Safety Responsibilities

- Visibly leading, modelling and communicating expected health and safety behaviours
- Communicating and consulting with workers on health and safety issues impacting the workplace
- Ensuring all workers are suitably licenced, trained and competent which also includes participating in meetings, training and other health and safety instructions
- Actively reporting workplace hazards, injuries and accidents arising from workplace activities and providing recommendations for corrective actions to prevent or minimise the chance of recurrence
- Complying with obligations under *Work Health and Safety Act 2011*