



<b>Job Title:</b>	General Manager		
<b>Position Objective:</b>	To manage the personal training team and their associated service delivery to our global clientele.		
<b>Location:</b>	Sydney		
<b>Level/Salary Range:</b>		<b>Position Type:</b>	Full-time
<b>Key Relationships:</b>	Group GM, HM, DMM, BDM's, CM.	<b>Reports To:</b>	Group GM
<b>Job Description</b>			
<b>Overview</b>			
<p>The General Manager (GM) is responsible for the day to day operations of the personal training side of the business and associated gym services. You will be responsible for the effective organization, management and business growth of our in person personal training services and online personal training services.</p>			

<b>Roles and Responsibilities</b>		
<b>All business Duties</b>		Completed Y/N
1	Plan, coordinate and manage all personal training and gym related operations to achieve corporate goals.	<input type="checkbox"/>
2	Develop strategies to improve overall quality and productivity amongst all personal trainers that work for the company.	<input type="checkbox"/>
3	Schedule weekly meetings with all key personnel to discuss business updates, issues and recommendations.	<input type="checkbox"/>
4	Respond to any employee concerns no less than 12 hours after they have been raised.	<input type="checkbox"/>
5	Respond to any customer concerns no less than 12 hours after they have been raised in collaboration with the Client Experience Manager.	<input type="checkbox"/>
6	Provide direction and guidance to all personal trainers in their assigned job duties at all times.	<input type="checkbox"/>
7	Determine staffing requirements and ensure that personal trainer positions are filled promptly and ahead of schedule.	<input type="checkbox"/>
8	Assist in personal trainer recruitment, commercial training, performance evaluation, promotion and termination activities.	<input type="checkbox"/>
9	Manage orientations and exit interviews for personal trainers and/or gym staff.	<input type="checkbox"/>
10	Ensure that all personal trainers follow company policies and procedures at all times.	<input type="checkbox"/>



11	Manage administration, logistical, human resources and accounting services to support company operations where applicable.	<input type="checkbox"/>
12	Identify business opportunities with new and existing customers in person and online personal training clients.	<input type="checkbox"/>
13	Communicate with all relevant suppliers and partners of the company in an official company compacity when required, these include the following: 1. Landlord/real estate 2. All other suppliers, partners and affiliates as required	<input type="checkbox"/>
<b>General Manager Specific Duties</b>		
14	The GM is required to keep the Group GM abreast of all-important matters relating to the Chatswood business including and not limited to the following: 1. Financial targets of the Chatswood business and current statistics. 2. Overall Chatswood staff performance and compliance from all team members. 3. Any management matters both positive and negative that need to be addressed. 4. Continuously evolve and implement strategies to maximise overall business profitability by studying technological and financial opportunities, presenting assumptions and recommending objectives for the Chatswood business. 5. Assist in budget preparation and expense management activities for the Chatswood business. 6. Generate business, cost and employee reports for review	<input type="checkbox"/>
15	Communicate all financial expense requests to the GM weekly to gain approval prior to ensure they are in line with company budget.	<input type="checkbox"/>
<b>Head Mentor Specific Duties</b>		
16	Communicate with HM all important financial matters relating to the personal training business including and not limited to the following: 1. Financial targets of the business and current statistics, including incomings, up-comings and updates in relation to % of revenue collected for the week etc.	<input type="checkbox"/>
17	Communicate with the HM in relation to skill set of personal training staff and required improvements for their individual careers and overall performance.	<input type="checkbox"/>
18	Ensure the HM is conducting weekly auditing meetings with all personal trainers to ensure their compliance with company systems and optimisation of client results and experience.	<input type="checkbox"/>

19	Ensure that the average of 25% of overall clients are suitable to use for a company transformation.	<input type="checkbox"/>
20	<p>Ensure the HM is fulfilling their key auditing responsibilities of the personal trainers including the following:</p> <ol style="list-style-type: none"> <li>1. Utilisation of company programming templates (Nutrition and training).</li> <li>2. Service delivery experience document completion for each client and relevant service.</li> <li>3. Utilisation of all company client onboarding systems (Online and in-person), body composition assessments and more.</li> </ol>	<input type="checkbox"/>
21	Communicate with the HM to ensure service delivery, results and overall client experience is optimised to ensure ongoing business growth and customer retention.	<input type="checkbox"/>
<b>Administration Manager Specific Duties</b>		
22	<p>Ensure the AM keeps you abreast of all-important matters relating to the business including and not limited to the following:</p> <ol style="list-style-type: none"> <li>1. Financial targets of the business and current statistics, including incomings, up-comings and updates in relation to % of revenue collected for the week etc.</li> <li>2. Overall staff performance and compliance from personal trainers in relation to their interactions with administration, checking out clients etc.</li> <li>3. Any other Chatswood related matters both positive and negative that need to be addressed.</li> <li>4. Ensure that the AM is continuously evolving and implementing administrative processes to maximise overall business profitability and productivity.</li> <li>5. Work with the AM to aid in budget preparation and expense management activities where required.</li> <li>6. Ensure that the AM generates all relevant reports required by the Chatswood business.</li> </ol>	<input type="checkbox"/>
<b>Other Specific Duties</b>		
23	Communicate weekly with the BDM's to look at specific staff availability and suitability for online coaching, mentoring within the company.	<input type="checkbox"/>
24	Communicate weekly with marketing department to ensure personal trainer compliance with relevant company branding and marketing policies is being adhered to.	<input type="checkbox"/>
25	Communicate where relevant with EM in relation to presenter schedule and covering of sessions if/when relevant to Chatswood business.	<input type="checkbox"/>



26	Communicate weekly with CEM with any pressing customer feedback issues in relation to personal training staff both positive or negative.	<input type="checkbox"/>
<b>Day to Day Operational Tasks &amp; Agenda</b>		
The following tasks are to be completed daily and/or weekly to ensure the maximal productivity and performance of the Chatswood personal training team:		
27	Ensure by Monday 12:00pm you have finalised the following reports for submission to relevant HOD where required: <ol style="list-style-type: none"> <li>1. Previous week sessions report (GM)</li> <li>2. Current week sessions projection report (GM)</li> <li>3. Weekly other revenue report (GM)</li> <li>4. Client resign report (GM)</li> <li>5. Customer feedback report – Both (CEM)</li> </ol>	<input type="checkbox"/>
28	Ensure incomings documents for the next week are submitted to you for review no later than 3:00pm every Thursday for the Chatswood business.	<input type="checkbox"/>
29	Ensure company expenses request form is submitted to you for review no later than 3:00pm every Thursday for the Chatswood business.	<input type="checkbox"/>
30	Ensure all relevant contractor invoices are submitted to the company no later than 3:00pm every Monday for both departments.	<input type="checkbox"/>
31	Ensure the following meetings occur weekly: <ol style="list-style-type: none"> <li>1. Official weekly GM reporting meeting – time TBC for 1 hour</li> <li>2. Weekly team meeting – 11:00am-12:00pm every Tuesday</li> <li>3. Weekly group HOD meeting – time TBC for 1 hour</li> <li>4. Weekly HM meeting – time TBC for 1 hour</li> <li>5. Weekly DMM – time TBC for 30 mins</li> <li>6. Weekly BDM’s meeting – time TBC for 30 mins</li> <li>7. Weekly CEM meeting – time TBC for 30 mins to hour</li> <li>8. Weekly 1 on 1 with all personal training staff – time TBC for 30 mins each</li> </ol>	<input type="checkbox"/>

Employee:		Date:	
Manager:		Date:	



#	KPIs	COMPLETED Y/N	COMMENTS
<b>Company Financial Goals</b>			
1	Overall monthly revenue target met	<input type="checkbox"/>	
2	>12% of growth achieved in online personal training services	<input type="checkbox"/>	
3	>8% of growth achieved in face to face person personal training services	<input type="checkbox"/>	
<b>Commercial Innovation</b>			
4	Ability to decrease margins in Chatswood business from X% to Y%	<input type="checkbox"/>	
5	Optimization of online personal training platform and associated ROI	<input type="checkbox"/>	
<b>Business Culture</b>			
6	TBC % increase in lifespan per customer for Chatswood business	<input type="checkbox"/>	
7	360 employee peer review for Chatswood business scaled on system of 1-10	<input type="checkbox"/>	
<b>Management of Team</b>			
8	Overall performance of personal training team scaled on system of 1-10	<input type="checkbox"/>	

Employee:		Date:	
Manager:		Date:	