

## Health Club Manager – Full Time

### The King's Club, Wimbledon

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The King's Club forms part of KCS Enterprises Ltd, the subsidiary trading company of King's College School, Wimbledon. KCS Enterprises manages a diverse portfolio including leisure, hospitality, lettings, events, and retail. All profits support the King's College School's bursary fund via gift aid, helping provide inspirational education to talented children irrespective of background or means.

The King's Club is an exclusive private members club, comprising of a state of the art 6-lane / 25 metre indoor swimming pool, fitness suite, strength & conditioning room, studio, floodlit tennis courts, squash and two sports halls. The club operates throughout the year, outside of the school day, weekends, and school holidays.

We are seeking an ambitious and motivated leader with a proven track record of management within the leisure industry. The new manager will be responsible for the day-to-day running of the club, managing a team of fitness professionals, lifeguards & front-of-house staff and be accountable for income generation and budgetary control. They will promote and grow membership, manage the successful swim school, and develop new in-club programs; whilst delivering exceptional customer service.

The Club manager will report to the KCS Enterprise Business Manager and Managing Director.

#### Key Responsibilities

- To ensure the smooth and efficient running of the club on a day-to-day basis.
- Budget responsibility: Membership, programs, costs & generating new revenue streams.
- To deliver financial, audit and personnel KPIs.
- Deliver exceptional customer service and address members' concerns promptly and effectively.
- Staff recruitment, rostering, development & fostering a positive team-oriented work environment.
- Overseeing commercial lettings schedule.
- Health & Safety, Safeguarding and Compliance.
- Effective member communication via the website, emails, and in-club.

#### Club Manager Specification

- 3 + years management experience in the fitness / hospitality industry as either club manager / head of department or senior duty / operational manager.
- Strong leadership and team management skills.
- Outstanding communication and interpersonal skills.
- Proven track record of financial and budgetary accountability and managing KPIs.
- Ability to promptly address and resolve issues whether related to staff, members or operations.
- Proficient in excel, word and managing club database systems.
- Skilled in managing staff schedules & coordinating operations in response to business needs.
- Experienced in managing, developing, and growing coaching programs.
- Previous experience in health & safety, compliance, audit and safeguarding.

## Benefits

- ✓ Competitive Salary: £40,000 – 45,000 (depending on experience & qualifications).
- ✓ 25 days per annum plus statutory English Public Holidays
- ✓ Company Pension Scheme
- ✓ Health Care Benefits
- ✓ Career Progression
- ✓ Cycle to Work Scheme

## Hours of Work

To ensure the smooth running of the club it is expected that the Club Manager works a balance of daytime and evening shifts as directed by the Managing Director.

- 40 hours per week, 5 days over 7, including 4 weekend shifts per month
- Weekday shifts: 11:30 – 19:30 / 14:30 – 22:30
- Weekend shifts: 09:00 – 17:00 / 11:30 – 19:30
- Reduced Bank Holiday Hours
- The Club is currently closed between Christmas & New Year.

Start date: January / February 2025

## Applications

Please send your completed application form, a full CV and a covering letter preferably by email to the managing director: [j.acciaioli@kcs.org.uk](mailto:j.acciaioli@kcs.org.uk) or by post to the attention of Julian Acciaioli, Managing Director, KCS Enterprises LTD, King's College School, Southside, Wimbledon Common, SW19 4TT.

**Closing date for applications: 31<sup>st</sup> January 2025.**

## PLEASE NOTE:

The King's Club is part of KCS Enterprises Ltd, the trading subsidiary of King's College School, and as such is fully committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment. Any offer of employment will be subject to normal safer recruitment checks, including the receipt of an enhanced DBS disclosure, at least two satisfactory references and verification of medical fitness.