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**EMD UK are recruiting!**

As a result of a successful bid to Sport England for National Lottery funding, the EMD UK team is expanding.

**Who are EMD UK?**

As the national governing body for group exercise, EMD UK is the go to organisation for participants, teachers, organisations and the media for expert advice about trends and opportunities across the sector. We are an insight driven organisation that operates the largest database of group exercise classes in the UK to connect participants with thousands of instructors offering classes in their local area. To facilitate the continued growth of the sector we provide quality training and development as well as ongoing help and advice to instructors, supporting them at every stage of their career. We also work in partnership with organisations to endorse and develop all forms and styles of group exercise, including start up support for new fitness brands and concepts trying to enter the market. We work proactively to bring all aspects of the industry together to achieve our vision of ‘a healthier nation through exercise’.

To find out more about us visit [www.emduk.org](http://www.emduk.org)

**Head of Instructor Development**

This exciting new role will play a pivotal role in the future success of EMD UK. The Head of Instructor Development will be a champion of the group exercise workforce and establish EMD UK as the provider of industry leading instructor support services. Heading up training and membership activities for EMD UK, the successful candidate will be a talented and innovative senior manager with significant experience of the group exercise sector. Strong business skills and an exceptional customer service ethos are essential.

Salary: £30,000-£40,000 per annum (depending on skills and experience)

To apply please email **a supporting document detailing how you meet each of the criteria in the person specification, accompanied by your CV**. Please include details of two references (e.g. current & previous employer, college tutor, mentor etc.). Referees will **not** be contacted before a verbal offer of employment is made. Please **do not** just send your CV or a generic application.

**Closing date for applications:**

Head of Instructor Development: **Wednesday 29nd March 2017 at 5pm**

Please email your application to Chief Operating Officer, Emma Forward emma@emduk.org

**Interviews will be held in Horsham, West Sussex on Thursday April 6th 2017**



**Job Description**

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|  **Title** | **Head of Instructor Development** |
| **Reports to** | Chief Operating Officer |
| **Line management responsibilities** | Academy and Instructor Support teams |
| **Location** | Flexible – based at EMD UK Head Office, Horsham, West Sussex |
| **Contractual Status** | Permanent, full time (40 hours per week) |
| **Salary Band** | Band 4 £30,000-£40,000 per annum |
| **Job Purpose** | 1. To lead EMD UK’s work developing and supporting the Group Exercise workforce
2. To further develop and optimise revenue through the education and development activities of EMD UK
3. To establish EMD UK as the provider of industry leading instructor support services.
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| **Key Tasks and Responsibilities** | * To lead the ongoing development of EMD UK Teacher & Instructor Membership (TIM) packages, working closely with the Head of Sales and Marketing to maximise sales and revenue
* To oversee the management and administration of all TIM activities, ensuring a positive customer experience every time
* To develop and implement a strategy to maximise TIM retention
* To oversee the management and administration of Class Finder, focussing on the needs of instructors
* To lead the ongoing development of EMD UK’s training academy and grow revenue via education and training activities
* To establish EMD UK as a high-quality group exercise training provider, well known in the industry with a reputation for excellent customer service and great value training
* Responsible for agreed sales / income targets and KPIs
* To be a member of the Strategic Management Team, owning agreed areas of the Strategic Action Plan and managing identified projects
* To manage the work programmes of relevant staff to ensure optimum productivity, personal development and impact
* To be the direct line manager for the relevant staff including:
	+ Training & development
	+ Holiday / sickness reporting
	+ Regular one to one support
	+ Appraisal process
* To manage operational relationships with an agreed number of key national and local stakeholders
* To oversee the accurate and timely collection of relevant data and its input into EMD UK KPI reporting systems
* To manage and deliver the relevant budgets and produce financial reports
* To attend appropriate meetings and events on behalf of EMDP
* To support EMD UK’s events programme and any relevant projects as required
* To assist and deputise for the Chief Executive and Chief Operating Officer as required
* Any other relevant task commensurate with the level of the role and as requested by your line manager or Chief Executive.
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**Head of Instructor Development Person Specification**

**Qualifications, experience, knowledge, skills & attributes needed for the role**

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| --- | --- | --- |
|  | Essential | Desirable |
| Educated to degree level in a relevant subject |  | **✓** |
| Educated to at least Level 3 (A Level or equivalent)  | **✓** |  |
| A minimum of 3 years’ experience of working at a management level in the fitness, physical activity or education sectors | **✓** |  |
| Experience of working for a training or education provider in a management or delivery role |  | **✓** |
| Experience of managing people and understanding how to get the best out of team members | **✓** |  |
| Experience of project / programme and budget management | **✓** |  |
| Experience of managing professional stakeholder relationships | **✓** |  |
| Experience of working at a senior management level in a commercial / sales orientated environment |  | **✓** |
| Experience of and commitment to delivering the highest levels of customer service | **✓** |  |
| Experience of working as a group exercise instructor |  | **✓** |
| In depth understanding of the fitness sector and the key brands and operators | **✓** |  |
| Excellent communication and interpersonal skills | **✓** |  |
| Excellent organisational and time management skills | **✓** |  |
| Ability to negotiate and influence key stakeholders | **✓** |  |
| Ability to meet deadlines and work under pressure | **✓** |  |
| Ability to lead and work as part of a team | **✓** |  |
| Ability to be flexible, adaptable and follow procedure | **✓** |  |
| Ability to make decisions and use initiative | **✓** |  |
| Ability and willingness to travel throughout the UK and to work evenings and weekends as required | **✓** |  |
| Competent in the use of basic IT systems, website admin & social media  | **✓** |  |
| To live a commutable distance from Horsham, West Sussex or be willing to relocate | **✓** |  |

**This job description is not to be regarded as exclusive or exhaustive. It is intended as an indication of the areas of activity and can be amended at any time in response to the changing needs of the organisation.**