

YMCA Fitness Industry Training

Tutor Manager

Reports to: Tutor Director

Responsible for: Approximately 15 Non Standard Hours [NSH]Tutors/Assessors.

Job Purpose:

To ensure the quality performance of all line managed Tutors/Assessors. To contribute to the recruitment, selection and training of all non standard hours tutors [NSHT]. To ensure tutor/assessor performance meets YMCA fit Awarding and Funding Body standards and customer needs. To contribute to curriculum development.

Organisational Context

Central YMCA is a charity with five component operations: Central YMCA Club; One KX; Central YMCA Qualifications and Y Touring Theatre Company operate directly through the Charity and YMCA Fitness Industry Training (YMCAfit) operates through a subsidiary charity, London Central YMCA Ltd. In addition, non-charitable activities are carried out through a trading subsidiary, Professional Fitness Ltd. The Charity's mission, delivered predominantly within health, fitness, education and creative arts sectors, is to "seek change in health attitudes and behaviour through advocacy, education and direct delivery".

YMCA Fitness Industry Training (YMCAfit) provides education and training in fitness and exercise and operates within a complex, dynamic and highly competitive industry. It runs a range of training programmes for both individuals and companies in the public and private sector.

This post forms part of YMCA Fitness Industry Training's 'Tutor team' who are responsible for employing and training tutors ensuring the highest standard of delivery and assessment of all YMCA Fit products.

Scope and Limits of Authority:

- Day to day decisions on the developmental action plan for all line managed staff Including requirements for upgrading.
- Day to day operational decisions on tutor issues.
- To make recommendations for:
 - Core and ongoing tutor work allocation
 - Tutor and assessor numbers on courses and assessments.
 - Tutor fee and expense payments.
 - Changes to the curriculum.

Main Duties and Responsibilities:

Tutor Management

- Contribute to the recruitment, selection and induction of all tutoring staff.

- Monitor and performance manage, via appraisals, direct observation of tutor performance, regular mentor meeting, and other methods of all line managed staff.
- Plan a yearly strategy of appraisals and visits for all line managed staff.
- Write a bi-monthly development/progress report on all line managed staff.
- Contribute to setting performance standards for tutors/assessors.
- Ensure that all line managed staff understand and work towards individual, team and business objectives.
- Contribute to the planning and delivery of tutor and assessor training ensuring that a team of competent and qualified tutors are available to deliver and assess programmes.
- Ensure accurate and up to date records of all line managed staff.
- Be a positive role model for all tutors.
- Contribute to the training and development of Fast Track, devising and delivering training as required.
- Provide additional support, including cover for programme delivery and assessment as directed.
- Contribute to the staffing of the programme by providing up-to-date feedback of all line managed staff.

Course Directing/Assessing

- Direct a set number of programmes each year as directed by line manager.
- Assess across a range of disciplines as directed by line manager.

Internal Verification

- Internally verify designated YMCAfit training programmes/assessments in line with Awarding Body requirements.
- Complete appropriate paperwork and proactively ensure all actions are achieved.
- Quality Assure designated YMCAfit programmes, ensuring standardisation.
- Contribute to appeal hearings and undertake re-assessment of students' work for any assessment appeal if required.
- Assist with regular standardisation meetings with assessors.
- Carry out a minimum of six and a maximum of ten Internal Verification visits a year.

Operation Policy and Strategy

- Contribute to the development of YMCA fit's assessment and programme delivery policy, standards and protocols.
- Contribute towards the overall Business planning of YMCA fit.

General

- Ensure that health and safety standards are maintained at all times. Advise the Health and Safety Representatives of potential risk areas.
- Keep your line manager advised of all developments and problems in your areas of responsibility.

Meetings

- Provide feedback to the curriculum team with reference to course content.
- Contribute to curriculum development as requested by Line Manager.
- Represent YMCA to appropriate external bodies as directed by line manager.
- Attend and participate in tutor, staff and other relevant meeting as directed by line manager.

Relationships

- Set up regular team meetings with all line managed staff.
- Maintain effective communication at all times, ensuring that all information is shared with relevant staff.
- Develop and maintain professional working relationships with all Charity personnel.
- Provide regular feedback to your line manager ensuring that they are advised of all developments and problems within your areas of responsibility.
- Act at all times in the best interest of the Charity to further good public and community relationships.

Customer Care

- Work with the Quality Team, to review and improve levels of Customer focus and care within Operation.
- Responsible for ensuring customer care issues related to line managed tutor/assessor performance are resolved in line with YMCAfit customer care standards and systems.
- Proactively develop and maintain the highest standards of customer care in all areas of responsibility.

Self Development

- Conduct a continual review of personal performance, seeking to improve effectiveness both individually and as a team member.
- Assist in the identification of personal training and development needs in relation to your duties and ensure these are fulfilled in line with YMCA Fitness Industry Training's Business Objectives.
- Understand and work towards individual, team and business objectives.
- Maintain current competence.

This job description is issued as a guideline to assist you in your duties, it is not exhaustive and we would be pleased to discuss any constructive comments you may have. You may on occasion be asked to carry out tasks not mentioned in the above but that are in keeping with the general outline of the position. Because of the evolving nature and changing demands of our business this job description may be subject to change.

Tutor Manager

Person Specification

We seek candidates who can demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having any direct previous experience of the job content. If you are short listed, we will be looking for evidence of all of the key competencies during the selection process.

<ul style="list-style-type: none"> ▪ Organisational awareness and strategic thinking ▪ Leadership ▪ People management ▪ Management of projects, finances and other resources ▪ Customer focus and managing diversity ▪ External awareness and managing external relationships 	<ul style="list-style-type: none"> ▪ Communication ▪ Managing self and relationships with others ▪ Team working and co-operation ▪ Negotiating and influencing ▪ Personal effectiveness ▪ Analytical thinking and judgement ▪ Creativity and innovation
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Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the CV covering letter to demonstrate your capabilities in relation to each of the criteria listed in Sections one, two & three (addressing each point in order).

1. Qualifications and Previous Experience
 - 1.1 Post graduate Certificate in education or equivalent
 - 1.2 Assessors Award [A1] or [D32 D33] Exercise and Fitness
 - 1.3 Internal Verifiers Award [V1] in Exercise & Fitness or ability to obtain within 12 months
 - 1.4 CYQ qualification or equivalent in at least 3 disciplines – level 2 -3
2. Special Knowledge and Job Requirements
 - 2.1 Experience in Teaching Level 2 or Level 3 RVQ/NVQ Courses in the Health and Fitness sector
 - 2.2 Line management experience
 - 2.3 Ability to set and monitor individual and team objectives
 - 2.4 High level of personal organisation (time management, working to individual and team deadlines, record keeping)
 - 2.5 Ability to communicate effectively across all levels of organisation
 - 2.6 Excellent interpersonal skills

- 2.7 Ability to mentor and coach others to improve performance
- 2.8 Sound organisational skills and ability to prioritise a variety of work tasks
- 2.9 Experience of providing constructive/objective written & verbal feedback
- 2.10 Proactive approach to all areas of responsibility
- 2.11 Able to work on own initiative
- 2.12 Professional appearance and manner at all times
- 2.13 Model of good practice when teaching on programmes
- 3. Additional Job Requirements
 - 3.1 Willingness to work unsocial hours if required [evenings and/or weekends]