



Trilogy Mission 'Inspiring Active Lifestyles'

Job Description

Job Title: Wellbeing & Business Enterprise Officer

Scale Point: 27

Salary: £25,435

Responsible To: Health & Wellbeing Development Manager

Responsible For: Gymnastics Coaches, Casual Coaches, Volunteers

Trilogy Culture (Behaviours & Values)

- **One Trilogy Team** - Working together, respect, open & honest, positive communication
- **Encourage Creativity** – Support innovation, try new ideas, adopt change
- **Be Constructive** – Adopt a positive, can-do anything is possible mindset
- **Deliver Excellence** – Provide the Customer experience you want to receive
- **Promote Wellbeing** – Self-care, support others, be active, work/life balance
- **Embrace Diversity** – Champion Equality, Diversity & Inclusion

Trilogy Team Purpose

The purpose of every team member is to work together in a positive, creative fashion as one team to deliver the core values and company strategy. To adopt the behaviours and company culture to promote, encourage and achieve excellence as a Wellbeing organisation to improve the lives of people in our Community.

Organisational Duties & Responsibilities

- Act in accordance with, and positively promote, Trilogy policy and procedures
- Work with the team to deliver the best possible customer experience
- Adopt and adhere to Trilogy Safeguarding Policy, Procedures and Practices
- Adopt all Health & Safety and all legal compliance in all areas of the business

- Influence, teach and support your colleagues to achieve excellence
- Be accountable for knowing all company processes, policy and relevant information
- Communicate, feedback and promote the company values
- Work with the team to deliver the aims and objectives within the company strategy

Individual Duties & Responsibilities

- Manage and grow the customer base for all Trilogy Junior Active activities excluding the Trilogy Swim School, by expanding and improving our current provision as well as introducing new programmes, initiatives and ways of working, which will achieve targets for the reduction membership attrition and increase retention.
- Manage and grow the customer base for Trilogy Leisure's 50+ programme by expanding and improving our current provision, by introduce programmes and ways of working, which will achieve targets for the reduction membership attrition and increase retention.
- Manage recruitment and provide ongoing support and mentoring of new coaches and volunteers in addition to the existing team members who deliver the programme
- Assist the Health & Wellbeing Development Manager to work with external agencies to attract funding to support and develop new and existing programmes and initiatives.
- Any other duties commensurate with the demands of the organisation

Job Demands

- Educated to degree level in a specific discipline relevant to the post, e.g. sport/physical activity/health.
- Commercial awareness with experience of generating income through sport, health and wellbeing development work and meeting financial targets
- Previous experience of sport, health and wellbeing development work with children & Young People (either employed or within a voluntary capacity)
- Travel and work from any associated Trilogy facility
- Work the necessary flexible hours to meet the needs of the business (as required)
- Manage conflict and resolve problems within the team
- Be accessible to the whole team for support (as required)

Essential Attributes Required to Work for Trilogy

- Possess the culture, values and behaviours of the company
- Knowledge and experience in relation to the post
- Ability to learn, develop and accept challenge
- Constructive, open minded and a positive communicator
- A team player who want's others to succeed
- A flexible problem solver

Equality, Diversity & Inclusion

Diversity drives innovation and we are committed to promoting equality, embracing diversity and enabling inclusion through positive Wellbeing experiences. Trilogy is committed to educating itself, its workforce and its customers to celebrate Equality, Diversity and Inclusion.