

# Job Description: Wellbeing Manager



Function:	SODEXO JUSTICE SERVICES – HMP & YOI Bronzefield
Job:	Wellbeing Manager
Position:	Team manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of Learning, Skills & Employment
Additional reporting line to:	Education Manager
Position location:	HMP & YOI BRONZEFIELD

## 1. Purpose of the Job – State concisely the aim of the job.

The Learning and Skills function sits at the very heart of the prison. The role of the Wellbeing Manager is to lead our passionate fitness team, be responsible for overseeing the day to day running of the wellbeing department and to support on the National Wellbeing Group which looks at how improvements could be made to address some of the issues facing women's prisons and women in custody.

## 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

The department is measured against:

- Measurements
- Classroom attendance measures
  - Qualification targets
  - Pass rates
  - Purposeful activity

## 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



**4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- To support the Education Manager and the Head of Learning & Skills to take the Wellbeing Centre forward in improving the quality of provision whilst ensuring the service delivery targets are met each year.
- The focus of the Wellbeing Centre is to allow all resident to improve their mental and physical wellbeing in a space that is tailor-made to meet their needs, offering accredited courses to those residents who are able to take their fitness interests to the next level.
- To manage and deploy fitness staff and the financial and physical resources within the department effectively to support the department.
- To ensure the provision of an appropriately broad, balanced, relevant and differentiated curriculum for learners studying within the wellbeing centre and across the establishment.
- Lead in quality assurance for the fitness qualifications

**5. Main assignments** – Indicate the main activities / duties to be conducted in the job.

- Be responsible for the effective delivery of the prisons Wellbeing agenda for all residents
- Explore what motivates women to care for their health and participate in wellbeing activities linking to a physical education provision and how this is supported by diet
- Oversee the safety and cleanliness of the gym, making sure that the equipment and machines used are in excellent working condition and comply with safety standards
- Manage service delivery, effectively planning and co-ordinating resources and monitor and quality assuring services to ensure they are delivered to the highest standards within contractual and budgetary requirements.
- Promote services to meet the needs of the residents, through the organisation of service promotion activities and the development of effective local stakeholder relationships.
- Provide effective management of the fitness team to ensure all training is kept relevant and up to date so the team can provide the best possible service to the residents in our care
- Have a visible presence on the shop floor and take classes where required
- Create an exciting environment through motivating and engaging the team and residents
- Responsible for checking the equipment and other facilities offered by the Wellbeing Centre.
- Ensure that everything is in excellent working condition, and calls maintenance for repairs when necessary.
- Support staff sessions during non-resident times
- Ensure the residents and staff who use the facilities are safe and enjoy their experience
- Be responsible for resolving problems and complaints very quickly.
- Coordinate the hiring and the training of the fitness staff.
- Support residents with their ROTL process, through work and qualifications
- Track attendance to the Wellbeing Centre and promote attendance
- Take responsible for marketing strategies
- Present quarterly progress data at Quality Improvement Group meetings
- Establish the processes of the setting of targets within the department and to work towards their achievement
- Ensure effective communication, liaise with internal and external partners and represent the department views and interests
- Liaise with other professionals such as social workers, healthcare staff, catering team, physiotherapists and curriculum lead

- Meet agreed prison targets which will be identified in your PDR and reviewed regularly throughout the year
- Update professional knowledge and expertise as appropriate to keep up to date with developments
- Undertake duties as required by the Head of Learning and Skills or Director that will contribute to the effective operation of HMP & YOI Bronzefield.

**6. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Commitment to working with residents to improve their mental and physical wellbeing
- A flexible, enthusiastic and responsive attitude
- Safety lead for the Wellbeing Centre
- Awareness of and commitment to the promotion of equal opportunities and the recognition of diversity and inclusion
- Participate in training as required in order to keep up to date with all mandatory and refresher training
- Abide by the Sodexo corporate mission statement and all appropriate regulations, policies and procedures

**7. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

**Essential**

- Experience in a management role in the fitness and wellbeing industry
- Provide high quality customer service
- REPS 3 instructor qualification including 2 of the following:
  - Exercise to music or equivalent
  - Gym instructor award
  - Personal Training Award
  - Yoga
  - Circuit Training/boot camp
- To have an interest in the rehabilitation and resettlement of offenders
- To have an ability to communicate effectively at all times through different mediums, including spoken and written communication
- The ability to manage confrontation and challenging behaviour
- A positive, energetic and enthusiastic outlook
- Have the ability to be resilient and remain passionate about the role

**Desirable**

- bachelor's degree in sports science, business administration or management
- Full teaching qualification (Minimum of CTLLS) or PGCE
- Experience of working in a custodial environment
- Assessor or IV qualification is desirable. Must have a willingness to work towards these qualifications

**8. Competencies** – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

**9. Management Approval** – To be completed by document owner

	Satisfaction / Quality of Services provided			
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