

Fitness centre manager Job Description

A free job description template for the Fitness industry

Company Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This fitness centre manager job description template is designed to reflect Australian workplace standards and fitness industry practices at the time of publication. Confirm the applicable modern award for your business and ensure compliance with all relevant employment laws.

1. Position overview

A fitness centre manager leads the day-to-day operation of a gym, studio or health club — managing staff and instructors, memberships, budgets and facilities, and driving member retention and growth. The role combines people leadership and rostering with commercial performance, compliance and a strong member experience.

In Australia, fitness centre managers are typically classified under the Fitness Industry Award 2020 (MA000094) around Levels 5 to 7 as supervisors, program coordinators or managers, depending on the size of the site and scope of responsibility. Senior managers may sit above the award on an individual contract.

This template provides a foundation for creating clear, compliant job descriptions that attract capable managers while setting appropriate expectations for the role. Once hired, help your manager run the site efficiently with rostering software.

2. Key responsibilities

Team leadership

Recruiting, onboarding, training and supervising instructors, trainers and front-desk staff, and managing performance and development.

Rostering and labour cost

Building compliant rosters that match class timetables and peak demand while controlling wage costs and covering all shifts.

Membership and sales

Driving membership growth, retention and secondary revenue, and overseeing sales, promotions and member communications.

Budget and reporting

Managing the site budget, monitoring revenue and costs, and reporting on performance against targets to the owner or head office.

Facilities and equipment

Overseeing cleaning, maintenance and equipment servicing so the facility is safe, presentable and fully operational.

WHS and compliance

Owning workplace health and safety, award compliance, incident management and record-keeping across the site.

3. Skills and attributes

- Leadership: Ability to build, motivate and manage a team of instructors, trainers and front-desk staff across varied shifts.
- Commercial acumen: Skill in managing budgets, driving membership growth and improving retention and secondary revenue.
- Rostering and cost control: Confidence building compliant rosters, managing labour cost and matching staffing to demand.
- Communication: Clear communication with staff, members and owners, plus strong conflict resolution and coaching skills.
- Compliance focus: Understanding of the Fitness Award, WHS and record-keeping to keep the site compliant and safe.
- Member focus: Commitment to an excellent member experience and a positive, welcoming club culture.

4. Qualifications and requirements

Fitness centre manager requirements combine fitness industry experience with people-management and business skills. Some are mandatory, while others are preferred or desirable.

- Fitness industry experience (required) — Demonstrated experience in a gym, studio or health club, ideally including a supervisory or team-leader role
- First aid and CPR (required) — Current first aid and CPR certification is required for a site-responsible role
- Working rights (required) — Eligibility to work in Australia
- Certificate IV in Fitness — A Certificate IV (or higher) in Fitness is preferred, particularly for hands-on training-floor managers
- Business or management qualification — A qualification in business, management or a related field is advantageous for larger sites
- Sales and CRM experience — Experience with membership sales and CRM or gym-management software is desirable

5. Working conditions

- Full-time hours that may include early, late and weekend coverage
- A mix of floor, front-desk, office and off-site meeting work
- On-call responsibility for staffing gaps and site issues
- Accountability for site performance, budgets and compliance
- Peak-period pressure across mornings, evenings and January intake

- Compliance with WHS, award and record-keeping obligations

6. Award information

Fitness industry award 2020

Fitness centre manager positions in Australia are often covered by the Fitness Industry Award 2020 (MA000094), though senior managers may sit above the award on an individual contract. This modern award sets minimum pay rates, penalty rates, allowances and conditions for gyms, studios and health clubs. View current Fitness Award pay rates.

The award classifies employees across Levels 1–7 (including 3A and 4A). A manager or supervisor is typically classified around Level 5 to Level 7 depending on site size and scope. Use award interpretation software to calculate pay accurately for the team the manager rosters.

Penalty rates and allowances

Under MA000094, full-time and part-time staff receive Saturday at 125%, Sunday at 150% and public holidays at 250%. A leading hand or supervisor allowance (from about \$31.89 per week, by team size) applies to certain supervisory roles at Levels 1–4A.

Managers are responsible for applying these rates correctly across their team, including the unusual casual weekend treatment. Confirm the current rates and check whether an enterprise agreement or individual contract applies in place of the award.

7. Frequently asked questions

About the role

Q: What does a fitness centre manager do?

A fitness centre manager leads the day-to-day operation of a gym, studio or health club. They recruit and manage staff, build rosters, drive membership sales and retention, manage the budget, oversee facilities and equipment, and own WHS and award compliance. It is a leadership role that balances people management with commercial performance and member experience.

Q: What award covers fitness centre managers in Australia?

Fitness centre managers are often covered by the Fitness Industry Award 2020 (MA000094), though senior managers may sit above the award on an individual contract. Some businesses may instead be covered by an enterprise agreement. Always confirm which instrument applies before setting pay.

Q: What classification level should I use for a fitness centre manager?

Under the Fitness Award, managers, supervisors and program coordinators are typically classified around Level 5 to Level 7, depending on site size and scope of responsibility. The award runs from Levels 1–7. See our Fitness Award pay rates guide for current rates at each level.

Q: Do I need to include a salary in a manager job description?

It's not legally required, but including an indicative salary range helps attract stronger candidates for a leadership role. You can reference the applicable award level or state a competitive salary based on experience and site size. Check the current Fitness Award rates as a baseline.

Qualifications

Q: What qualifications does a fitness centre manager need?

Most employers require demonstrated fitness industry experience (ideally supervisory), current first aid and CPR, and working rights in Australia. A Certificate IV in Fitness is preferred for hands-on managers, and a business or management qualification is advantageous for larger sites. Membership sales and CRM experience is desirable.

Q: Does a fitness centre manager need a fitness qualification?

It depends on the role. Hands-on managers who also train members usually hold a Certificate IV in Fitness, while pure operations managers may rely more on business and leadership experience. Decide which the role needs and specify it clearly in the job description.

Q: What qualifications should I require vs prefer?

Mandatory requirements usually include fitness industry experience, current first aid and CPR, and working rights in Australia. Preferred qualifications include a Certificate IV in Fitness, a business or management qualification, and sales or CRM experience. Match the requirements to the size and complexity of your site.

Q: Should I promote internally or hire externally for a manager role?

Both work. Promoting an experienced trainer or supervisor rewards performance and preserves culture, while an external hire can bring fresh commercial or leadership skills. A clear job description helps you assess either candidate against the same responsibilities and requirements.

Employment

Q: Is a fitness centre manager usually full-time or part-time?

Fitness centre manager roles are usually full-time given the leadership and accountability involved, though part-time or job-share arrangements exist for smaller sites. Set clear expectations about hours, including the early, late and weekend coverage that fitness operations require.

Q: What penalty rates apply to fitness managers and their teams?

Under the Fitness Award (MA000094), full-time and part-time staff receive Saturday at 125%, Sunday at 150% and public holidays at 250%, while casual staff have a different weekend treatment. Managers are responsible for applying these correctly across the team — award interpretation software does this automatically.

Q: What is the leading hand or supervisor allowance?

Under the Fitness Award, a leading hand or supervisor allowance (from about \$31.89 per week, increasing with team size) applies to certain supervisory roles at Levels 1–4A. Confirm the current amount and eligibility in the Fitness Award pay guide before including it in the role.

Q: What should I include in a manager employment contract?

Key elements include: position title and classification level (or above-award salary), employment type, salary or hourly rate, applicable award, reporting structure, main responsibilities, and any budget or KPI accountability. Use our digital employment contracts to simplify this process.

Rostering

Q: How does a fitness centre manager build compliant rosters?

Managers build rosters around class timetables and peak demand while controlling labour cost and covering every shift. Using rostering software with live wage costs and award interpretation makes this faster and reduces compliance risk. See our guide on how to roster fitness staff.

Q: How do managers control labour cost in a gym?

By matching staffing to member traffic, avoiding overstaffing in quiet periods and understaffing at peaks, and monitoring wage cost as a percentage of revenue. Rostering software shows live labour cost while building the roster so managers can make informed decisions upfront.

Q: How do managers track staff certifications and expiries?

Use HR software to store each staff member's fitness qualifications, first aid and CPR, and other certifications, with reminders before they expire. This keeps the team compliant and avoids rostering someone whose certification has lapsed.

Q: How far in advance should managers publish rosters?

Award and agreement rostering rules vary, so confirm the notice period that applies to your business. As a general practice, publishing rosters at least 7 days in advance gives staff visibility and reduces last-minute changes. Rostering software makes publishing and updating rosters straightforward.