

Areas of Expertise

Operational management

Improving inefficiencies

Proficient in Workday and data entry

HR knowledge and training

Onboarding of new hires

Payroll approval

Daily administrative operations

Customer and client satisfaction

Brand ambassador

Built computers

Personal Skills

Strong attention to detail

Organised with good priority skills

People person with management adaptive skills

Self-motivated

Dedicated to my own learning

Working independently

Confident problem solver and naturally inquisitive

Professional Skills

Knowledge and confidence with Microsoft Office, Word, PowerPoint, Excel, Outlook, Workday, Adobe Photoshop, Lightroom, Premiere.

Achieving top sales figures in my region and company. Both in personal and club target.

Matthew Calvert

For the past few months after leaving Nuffield I have been working as a freelance photographer as well as other related freelance jobs. It has been a great learning experience but due to the global situation I would like to take this opportunity to apply for the Duty Manager role at Red Kangaroo.

I have a very strong leisure management background with years running numerous sites in both an administrative and duty manager role. My last role at Nuffield Health as Operations Manager meant that the club was up to standard in terms of health and safety as well as cleaning.

Freelance Photographer **February 2020 – Present**

Since February I have been registered self-employed but doing photography since 2010. During this time, it has allowed me to improve my creative skills, my attention to detail and networking. A few clients I have worked with are; Riot Games, Nuffield Health and Gatecrasher night clubs.

[Photography website](#)

Fitness Operations Manager **September 2019 - February 2020** **Nuffield Health Guildford**

Targets: Maintenance and improve the Operational running as well as the health and safety of the club. Adhering to internal and external audits to ensure the building is safe for staff and members to use.

Achievements: Second month into the role the location had an internal operations audit which was passed successfully after a subpar performance prior to me being in the role.

- Highly organising the club from daily to weekly and monthly operations, perfecting administrative tasking to ensure the most out of my working day.
- Managing the Cleaning team, Lifeguards, Front of House and Café which had their own team leaders within the department.
- Restructured the club's operations routine to make sure the club was ready for internal and external audits on an operational standpoint.
- Managing my teams team including; hiring, performance reviews, 1-2-1s and rotas. Using the customer satisfaction surveys to improve my team and the customer's experience.
- Training and developing different departments in the best practice.
- Taking ownership of the club's operational running and cleanliness.
- Knowledge of Profit and Loss within the club.
- Continue to develop my own operational skill sets by encouraging proactive self-learning whilst leading by example to my teams and managers.

Languages and Software

JavaScript & React

HTML & CSS

Git and version control

Photoshop & Lightroom

Premiere Pro & Aftereffects

Office 365

Education & Qualifications

University College

Birmingham: 2011 - 2015

- BSc Sports Therapy (hons)

Farnborough College of

Technology: 2009 - 2011

- Sports Science - Distinction Merit Merit

Farnborough Sixth Form

College: 2007 - 2009

- A Levels – Art (Sculpture), Music Technology, Electronics
- AS Levels – Archaeology, General Studies

Fernhill School and Language

College: 2002 - 2007

- 8 GCSEs B-D

Qualifications and additional information:

- Full First aid at work
- Defib trained
- Food Safety Level 2
- Full Clean UK Driving Licence

Personal Interests

Photography - product, people and architecture

Avid gamer - play across a varied plethora of Platforms and genres

Fitness and health

Automobiles

Travel and culture

Deputy General Manager

August 2018 - September 2019

Nuffield Health Friern Barnet

Targets: Manage and develop the sales and front of house teams. Team and member admin. Ensuring the club sales targets, Net Member Movement and Debt targets are achieved each month.

Achievements: In my first month I achieved the club sales target after the previous months of the year the club was not hitting target. Continuing to hit these targets in my consecutive months.

- Organising the club from daily to weekly and monthly operations, perfecting administrative tasking to ensure the most out of my working day.
- Fully implemented the role out of Workday within the club, from my initial training and uptake to ensure the onboarding and understanding of my team guaranteeing company policies and procedures were adhered to.
- Managing the front of house team including; hiring, performance reviews, 1-2-1s and rotas. Using the customer satisfaction surveys to improve my team and the customer's experience.
- Training and developing staff in the best practice sales process for the site from when the customer first visits to ongoing customer service. Including training on tour, objection management and price presenting.
- Taking ownership of the club's sales targets as well as the net member movement and debt. Managing the sales team as well as the other members of staff that sell in addition to their job roles.
- Planning and writing the sales planner for the club and ensuring it effectively is followed.
- Taking charge of the profit and loss for food and beverage in the club.
- Continuingly developing my own skill sets by learning from my General Manager.

Senior Sales Executive

June 2016 - September 2017 & February 2018 - July 2018

Nuffield Health Stockley Park

Targets: Achieve individual sales targets as well as club targets. Ensure outreach and in reach is done effectively using resources available.

Achievements: In January 2017 I sold 153 memberships which was 51% of the overall club target. February 132 which was 53%. March 196 which was 87%. April 104 which was 53%. May 86 which was 43%. I was promoted to the role of Senior Sales Executive which means I am responsible for the sales team in addition to managing my own individual targets. On my return to the company I quickly settled back in and hit top of region for my last 3 months

- I regularly liaise with local corporate company HR and Wellbeing teams of various sizes to help them encourage their members of staff to get into the gym and active. This involves coming up with action plans from first contact to getting the employees into the club and maintaining a working relationship with the company.
- Taking time to train new members of the sales team in process and product knowledge to help the team develop and continue to develop themselves.
- Building the sales planner for the month with the Deputy General Manager which meets the requirements of the month in terms of sales and leads needed to hit target.
- Organising outreach and in reach for the team and club to do. This involves leaflet drops and brand awareness in our local community as well as supporting events that are being run on the business park.
- Managing my own prospect database and making use of the CRM program to the full extent so I can use my time effectively and in the resources that are going to give the best rewards.

Regional Account Executive (Red Bull): October 2017 - February 2018

Service Manager (Virgin Active Stockley Park and Northwood Riverside): August 2015 - June 2016

Freelance Nightclub Photographer Birmingham and Wolverhampton: August 2013 - January 2015

Duty Supervisor (Farnborough Leisure Centre): February 2015 - August 2015

Lifeguard (Farnborough Leisure Centre & Aldershot Pools): August 2007 - February 2015

Excellent references available on request