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**Job Description**

**Job Title: Fitness Instructor**

**Section:** Sport and Leisure Services

**Contract type:** Full Time, Part Time, and Casual roles available

**Responsible to:** Duty Manager / General Manager

**Job Purpose**

To provide a motivating environment within which the customer’s individual health and fitness goals can be met, whilst demonstrating excellent customer care, communication skills and a sound knowledge base in order to maximise customer retention.

**Job Context**

* The post holder reports to the Fitness Lead, and will work closely with the Duty Manager and other centre teams
* The post holder will be required to work evenings, weekends, and public holidays
* The post holder will be required to wear a uniform

**Key Tasks and Accountabilities:**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

**To undertake all responsibilities listed below:**

*Customer*

* Maintain a positive image of the centre to customers by providing a welcoming, helpful, and professional service and always ensuring exceptional standards of presentation throughout the centre
* Pro-actively anticipate customer feedback whenever possible in addition to handling customer complaints, concerns and comments ensuring customer satisfaction through ownership and resolution of issues
* To establish and maintain good relationships with customers, ensuring that an appropriate ambience is maintained in the facility with particular focus on the Fitness area(s) making customers feel welcomed and valued, with due regard for the Equal Opportunities and Diversity Policies
* To actively encourage bookings of all the Centre’s facilities and activities in person and on the telephone, communicating new ventures and suggesting appropriate activities to potential customers
* Contribute to centre and business objectives through sales and revenue growth, driving retention and reducing attrition via customer engagement, visual standards, and customer participation
* Assist customers regarding lost property, first aid, use of equipment and provide general information regarding the centre

*Operations*

* To ensure the safety of customers whilst they use the centre at all times following all relevant guidelines, regulations, and procedures
* To always maintain exceptional standards of cleanliness inside and outside the building with particular focus on the fitness environment
* Assist management to continuously improve energy utilisation
* Meet all Health and Safety requirements, including but not limited to fire evacuation, COSHH etc

*Health and Fitness*

* To supervise all customer activities within the fitness environment ensuring that all equipment is used in a manner consistent with safe working practices
* To prepare areas and equipment for sessions as and when required
* To undertake individual fitness inductions, assessments, programmes, and testing for customers
* To teach gym floor-based classes
* To maintain customer records of programme of activities and fitness programmes
* To encourage all customers to utilise the full range of fitness facilities
* To carry out routine monitoring and basic repair maintenance of equipment and fittings as required, logging all major faults and repairs in the correct way
* To undertake cleaning of the premises and equipment ensuring the highest possible standards are maintained. Ensure that the cleaning rota is adhered to.
* Work with the reception team to ensure that the reception team book gym and studio products, courses, and classes correctly

*Personal Development*

* To ensure that all necessary qualifications for the post are maintained and renewed – Fitness NVQ level 2 and REPS
* Keep abreast of trends and developments within the Health and Fitness industry and discuss own training and development needs with line manager

**Protecting Staff and Services**

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

**Staff Benefits**

“activeNewham offers a range of benefits including a free advice, information and counselling service, contributory pension scheme, corporate eye care scheme, generous holiday entitlement and free gym membership for yourself and partner. You will also have the opportunity to attend training events to further develop your career.  You will undergo a thorough induction process and be supported by a friendly and enthusiastic team”.

**Personal Specification**

The criteria listed in this Personal Specification are all essential to the job.

**Minimum Essential Requirements -** Evidenced by **a:** application form **b:** test **c:** interview

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| **Essential Criteria**  |
| **Skills / Knowledge a b c** |
| Appropriate professional qualifications that are kept up to date | √ |  | √ |
| Good understanding of customer needs and demonstrable customer service skills | √ |  | √ |
| Knowledge of electronic booking systems | √ |  | √ |
| Knowledge of Health and Safety legislation and other legislation in relation to leisure centre operations | √ |  | √ |
| The ability to effectively promote, market and sell the service and Centre | √ |  |  |
| The ability to handle customer queries and concerns with tact and sensitivity to ensure appropriate resolution in timely manner |  |  | √ |
| The ability to deliver a high-quality service with minimal supervision | √ |  |  |
| The ability to work as part of a team | √ |  | √ |
| Good written and verbal communication skills and IT literate | √ | √ | √ |
| Good literacy and numeracy skills | √ | √ | √ |
| The ability to supervise new and casual staff members |  |  | √ |
| **Experience** |
| Previous experience in busy leisure / health and fitness centres, or working in a customer focused / sales environment | √ |  | √ |
| Evidence of achieving results and making a difference to customers | √ |  |  |
| A dynamic individual with a ‘can do’, results driven approach and attitude |  |  | √ |
| An appreciation of, and commitment to, the distinctive culture and philosophy of the organisation |  |  | √ |
| Demonstrates trust, openness, and respect in dealings with people |  |  | √ |
| Flexible approach to tasks and workload |  |  | √ |
| **Qualifications a b c** |
| Level 2 Fitness Instructor REPS / Level 3 Personal Trainer REPS | √ |  |  |
| First Aid | √ |  |  |
| **Other Special Requirements** |
| Willingness and ability to work evenings and weekends to maintain and ensure consistent service delivery |  |  | √ |

**How to apply**

If you feel that you meet the requirements of this exciting role, please email an updated CV along with a cover letter explaining how you meet the criteria for the role to: recruitment@activenewham.org.uk.