**Job Description**

**Job Title: Gym Instructor**

**Reporting to: DM/AM/ FM**

**Salary: Grade 2**

**Overview**

As a Gym Instructor, it is essential you have a close working relationship with the Management Team to establish and maintain the standards and work ethic of the designated Site.

There are 4 key areas that all staff of the Company should focus on, namely:

1. Staff
2. Financial Sustainability / Resources
3. Communication
4. Health and Safety

**Summary of Main Responsibilities**

**Staff**

1. There will be no supervisory responsibility within this role other than assisting in work familiarisation of peers and new recruits.

**Resources**

1. You will be responsible for the proper use and safekeeping of hand tools, small items

of equipment and low cost materials.

**Communication**

1. You will be expected to deal with issues which are in general not contentious, but may on occasion not be a straight forward outcome. You may have to initiate action to provide assistance and offer advice.
2. To promote good public relations by effectively dealing with customer queries and complaints.

**Work Environment**

1. Your working demands are such that you will be subject to interruption to programmed tasks, but this will not involve significant change.
2. This role requires normal physical effort.
3. Your role will normally be performed in a heated, lit and ventilated indoor environment; you may on occasion be exposed to occasional noise.
4. Your work could potentially involve some risk to personal safety of injury, illness or health problems arising from the environment or the public

**Health & Safety**

1. To ensure that all equipment is properly and safely used and is stored correctly and tidily.
2. To ensure that all areas within the activity zone are kept clean and tidy.
3. To assist in the cleaning of facilities within each Centre to ensure all areas are kept in a clean and hygienic condition.
4. The post holder will at all times be conscious of the fact that the safety of the public rests in their hands and should behave appropriately at all times. Any defects or safety problems are to be reported at the earliest opportunity.

**Operations**

1. To supervise all users and members of the gym facilities and fitness classes at the facility as and when required.
2. To provide appropriate instruction and advice to users of the gym facilities and fitness classes so as to prevent injury, misuse and damage to the user facilities or equipment. To include fitness testing and personal programme advice.
3. To coach/instruct activities as required such as Aerobics sessions etc. if qualified.
4. To assist in the promotion and marketing of the Inshape gym facilities and the general Leisure Centre/Pool programmes.
5. To undertake regular training as required to ensure knowledge and skills are kept updated.
6. To ensure the security of the buildings and contents of each fitness suite as and when required.
7. To demonstrate a positive public image at all times by maintaining a high standard of personal appearance.
8. Creativity and innovation are essential to the job and need to be regularly exercised within general guidelines.
9. To liaise with Receptionists and other Leisure Centre staff to assist in the administration of the gym membership scheme, sales process and associated promotions.
10. To liaise with other sections within the company as well as outside organisations to promote the fitness facilities and the health benefits associated with participation.
11. To administer first aid as required and complete relevant documentation and undertake first aid training as required.
12. To adhere to the company’s Customer Journey and to bring the customers along that journey
13. To undertake small group training sessions and inductions
14. To maintain confidentially in relation to any information disclosed in the PARQ
15. To undertake such other duties which may be reasonably expected of the post holder commensurate with the salary grade of the post and which are within thier capabilities.
16. Understanding safeguarding relevant to role.

This post requires an enhanced DBS check.

**Gym Instructor**

**Person Specification**

**Work Experience**

|  |  |  |
| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Experience of working within a Customer service environment | Essential | Application Form/Reference/Interview |
| Experience of dealing with customers face to face and over the telephone | Essential | Application Form /Interview |
| Awareness of Health & Safety at work | Essential | Application Form /Interview |
| Work experience in the leisure industry | Desirable | Application Form /Interview |
| Experience of instructing users within a fitness class environment of differing ages and abilities | Desirable | Application Form /Interview |
| Experience of marketing/promotion of facilities | Desirable | Application Form /Interview |

**Skills/Abilities**

|  |  |  |
| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Excellent communication skills demonstrating a friendly approach and confidence when dealing with customers and colleagues | Essential | Application form/Interview |
| Ability to work under pressure and to maintain a professional image | Essential | Application form/Interview |
| Ability to work alone with minimum supervision, but also to work as part of a team and support other team members. | Essential | Application form/Interview |
| Knowledge of manual handling procedures | Desirable | Application form/Interview |
| Knowledge of COSHH requirements | Desirable | Application form/Interview |

**Education and Training**

|  |  |  |
| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Good literacy and numeracy skills, which demonstrates an ability to undertake further training | Essential | Application form/Interview |
| Gym Qualification Level 2 | Essential | Application form |
| 4 GCSE’s Grade A-C including English and Maths or equivalent | Desirable | Application form |
| Child Protection Awareness | Desirable | Application form/Interview |
| First Aid Qualification | Desirable | Application form |
| GP Referral scheme qualification | Desirable | Application form/Interview |
| Knowledge of fitness, dietary and nutrition requirements | Desirable | Application form/Interview |
| Relevant Sports Coaching qualifications | Desirable | Application form |

**Other Requirements**

|  |  |  |
| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Ability to work flexibly and to attend work including evenings and weekends | Essential | Interview |
| Demonstrate awareness of equality issues in the workplace | Essential | Application form/Interview |