

## **JOB SPECIFICATION**

<b>Job Title:</b>	<b>Fitness Instructor</b>
<b>Location:</b>	<b>Furzefield</b>
<b>Responsible To:</b>	<b>Fitness &amp; Sales Manager</b>
<b>Responsible For:</b>	<b>No one</b>

### **General Description**

1. Demonstrate in an effective way the core competencies associated with the level of this post to deliver the requirements of the position.
2. To work as a member of a team to ensure the safe and efficient operation of all activities within the facility.
3. Demonstrate a commitment to the provision of an excellent customer service in line with InspireAll's mission statement and values.
4. To adopt and promote all legislative requirements and good practice relating to equality and diversity in employment and service offering.
5. To ensure compliance with all health and safety requirements associated with the post.

### **Mission Statement**

To promote and develop health, wellbeing and more active lifestyles within the communities we serve

### **Aim**

Our aim is to help individuals and communities LIVE active, healthy, happy and fulfilled lives.

### **Our Values**

- ✓ **Listen** - we will proactively listen to our customers utilising their feedback.
- ✓ **Improve** – we continually look to improve the services we offer, embracing new opportunities, challenges and ideas.
- ✓ **Value** – we will offer affordable, value for money services to all our customers.
- ✓ **Encourage** – we will encourage individuals and groups to fulfil their potential and ambitions.

### **Specific Duties**

#### **Customer Service**

1. Within area of responsibility be responsible for the delivery, programming, planning, of fitness related activities in the centre, in line with the needs of the customer, liaising with others as appropriate
2. To instruct customers in the correct use, technique and setup of fitness equipment in a polite and courteous manner at all times
3. Respond to all enquires / comments positively and swiftly from both staff and customers

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4. To ensure a high standard of cleanliness and hygiene throughout the centre with an emphasis on Gym facilities but not limited to this.
5. To perform effectively all quality related tasks, as outlined in on-site Operational Procedures
6. To develop, maintain and promote good relationships with all users and colleagues
7. To help review and develop the Gym brand and associated activities

### **Business Objectives and Achievement of Results**

1. Complete all relevant documentation in line with the requirements of the Quality Management System
2. Help in the achievement of business objectives

### **Teamwork**

1. To work as part of a team delivering high quality services to customers
2. Adhere to InspireAll's uniform and standards policy
3. Adhere to InspireAll's positive attendance at work culture
4. Attend and participate in all relevant team meetings
5. Attend and participate in all mandatory training sessions

### **Communication**

1. To maintain suitable and sufficient inspection records for fitness equipment and associated areas
2. Maintain an active and productive dialogue with customers, colleagues and management for the benefit of all parties.
3. To effectively use all forms of communication to support the responsibilities of the position.

### **Health and Safety**

1. Ensure full compliance with all relevant legislation and best practice relating to health and safety issues.
2. Provide suitable and sufficient supervision of the gym throughout opening hours.
3. Actively patrol the gym and engage with customers, correcting techniques where needed
4. Ensure all equipment is cleaned, maintained and checked as per specific checklists and any defects reported immediately according to procedure
5. To actively take part in improvements towards centre based Health & Safety procedures

### **Performance Criteria**

The performance criteria identified below are those considered critical to the success of the post holder prior to commencement in the role of Fitness Consultant. The performance criteria will be reviewed annually as part of the appraisal process and the individual's performance evaluated.

1. To deliver all aspects of Quality Assurance on site as detailed in the Operations Procedure Manual

2. Complete all operational procedures and work instructions as per the agreed Procedure
3. Ensure all customers are greeted, supported and developed to ensure all their specific training goals are maximised
4. Attend appropriate Continuous Personal Development training to maintain REPs registration
5. Ensure the highest standards of customer service and interaction to maximise and achieve the Centre's customer retention targets and deliver all elements of the member journey
6. Review personal performance targets with the Fitness Manager monthly.

### **Special Features**

Have the ability to be flexible, given the multi-faceted nature of the job and to cope effectively with a highly pressurised work schedule.

Comply with other reasonable duties as required or as business dictates, in line with their grading, competence or qualifications as declared on application or obtained during employment.

### **Person Specification**

#### **Skills, Knowledge and Experience**

##### **Essential:**

1. Current REP's registration and adherence to the REP's CPD scheme. (or the ability to achieve this within the first 6 months) Both of which must be maintained throughout employment
2. A minimum of a level 2 qualification in health & fitness instruction
3. Physically fit and in good health
4. Ability to conduct inductions, programmes, fitness assessments and other customer services in a professional manner
5. Possess demonstrable good communication skills
6. Have an enthusiastic and flexible approach

##### **Desirable:**

1. Hold group fitness instructor qualification(s)
2. Advanced fitness instructors qualification
3. First Aid qualification
4. Cardiac rehabilitation course
5. GP referral certificate
6. Nutritional advice and fitness testing qualification
7. Other relevant coaching qualifications
8. Membership to REPS level 2

### **Complexity and Creativity**

1. Ability to motivate and inspire confidence to customers of varying abilities and age groups.
2. Ability to assess and provide a fitness programme tailored to an individual's ability, taking into consideration their physical fitness and their mental attitude.
3. Tailoring coaching sessions to meet the needs of all customers, in particular those new to exercise.
4. Constantly review and develop the delivery of services to all users

### **Judgements and Decisions**

1. Will need to understand customer limitations and adjust plans accordingly
2. Be able to deal with confidential and personal matters with discretion, sensitivity and professionalism including matters involving medical conditions.

**Contacts:** Internal – 20% External – 80%

**Method:** Face to face, actions and appearance, by telephone or in writing.

#### **Internal:**

Senior Fitness Consultant, Fitness Manager Daily liaison, co-ordinating centre requirements

Duty Managers, other centre staff Daily liaison, co-ordinating centre requirements  
Planning, discussion and development of operational requirements and training

Facility Manager, Contracts Manager Liaison over policies & procedures, health and safety and customer matters

#### **External:**

Centre Customers, Deal with telephone, written and personal enquiries, arrange and attend meetings as appropriate

General health practitioners Deal with telephone, written and personal enquiries and complaints as outlined in QMS.

**Other Factors affecting the post of Fitness Instructor:**

<b>1.</b>	<b>Hours of Work:</b>	39 hours per week												
<b>2.</b>	<b>Grade:</b>													
<b>3.</b>	<b>Salary:</b>													
<b>4.</b>	<b>Notice Period:</b>	As detailed in the Statement of Particulars												
<b>5.</b>	<b>Holiday Entitlement:</b>	<p>Annual Leave entitlement is based on service and is as for full time employees (39 hours per week), working a five day week and <b>includes the 8 bank holidays at present legislated for each calendar year.</b></p> <p>All staff are required to allocate all bank holidays as part of their annual leave entitlement, but other days may become mandatory for operational reasons.</p> <p>Annual leave entitlement at present is:</p> <table> <tr> <td>On commencement with HL</td> <td>29 days</td> </tr> <tr> <td>After 1 year continuous service with HL</td> <td>30 days</td> </tr> <tr> <td>After 2 years continuous service with HL</td> <td>31 days</td> </tr> <tr> <td>After 3 years continuous service with HL</td> <td>32 days</td> </tr> <tr> <td>After 4 years continuous service with HL</td> <td>33 days</td> </tr> <tr> <td>After 5 years continuous service with HL</td> <td>34 days</td> </tr> </table>	On commencement with HL	29 days	After 1 year continuous service with HL	30 days	After 2 years continuous service with HL	31 days	After 3 years continuous service with HL	32 days	After 4 years continuous service with HL	33 days	After 5 years continuous service with HL	34 days
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After 4 years continuous service with HL	33 days													
After 5 years continuous service with HL	34 days													
<b>6.</b>	<b>Pensions choice:</b>	Options are:												
		<p>(i) Workplace Pensions Reform requires InspireAll to automatically enrol all employees who are aged between 22 and State Pension age, and earning above £10,000 a year into their Qualifying Workplace Pension Scheme. InspireAll's Qualifying Workplace Pension Scheme is a Group Stakeholder Pension Scheme provided by Friends Life. Employees who qualify for automatic enrolment will be joined into the Scheme on completion of one month's service. Other staff may join voluntarily at any time.</p> <p>Employees are required to contribute 5% of their Qualifying Earnings (earnings between £5,772 and £41,865 per annum) and InspireAll will also contribute 3% of Qualifying Earnings on their behalf. Employees can elect to opt out of the Scheme at any time and if they do so within 30 days of joining, any contribution deducted from salary will be refunded.</p> <p>Further information regarding the InspireAll Qualifying Workplace Pension Scheme will be forwarded to you within one month of joining service.</p>												
		(ii) The purchase of a personal pension.												
<b>7.</b>	<b>Location:</b>	Relevant Centre, however the post holder will be expected to work in any facility managed by InspireAll.												
<b>8.</b>	<b>The Rehabilitation of Offenders Act 1974:</b>	This post is exempt from The Rehabilitation of Offenders Act 1974 therefore the post holder will be subject to an enhanced DBS check.												
<b>9.</b>	<b>Other Duties:</b>	The other duties shown are those currently operative, but the post holder may be required to undertake any other associated duties reasonable and compatible with his / her grading, competence and qualification												
<b>10.</b>	<b>Leisure Benefits:</b>	Free use of leisure facilities is available to the post holder, subject to booking conditions. Please contact your Line Manager for details.												