

ROLE PROFILE & PERSON SPECIFICATION

FITNESS INSTRUCTOR

1. RESPONSIBLE TO: Supervisor or Assistant Manager.

2. ROLE OVERVIEW:

- A fitness instructor's role includes planning, instructing and evaluating inductions and on-going client/member programmes. Deliver Let's Target class within the gym and fitness classes/courses within a designated area. A fitness instructor should also actively encourage potential clients/members to join adhere to regular exercise programmes, employing appropriate motivational strategies to achieve this.

3. SPECIFICALLY

3.1 Principle Responsibilities

- Collecting and checking information, relating to individual clients
- Analysing information relating to individual clients
- Identifying and agreeing smart short, medium and long term goals
- Planning, instructing and evaluating safe and appropriate exercise sessions.
- Providing 1-2-1 or group inductions and general exercise programmes, including the introduction to new equipment where appropriate.
- Selecting relevant exercises and designing appropriate programmes which address safety at all times
- Producing suitable programme cards for a range of clients/members
- Suggesting relevant exercise adaptations to allow for individual client difference or needs.
- Using logical and progressive teaching methodologies to introduce a range of exercises in relation to client goals.
- Selecting and/or correctly demonstrating a variety of training methods that can be used by clients/members.
- Providing clients/members with general advice on how to progress their individual programmes.
- Providing assistance to clients/members at all times in order to correct unsafe technique where required.
- To positively interact and motivate clients/members using appropriate strategies in order to promote retention and adherence to exercise.
- Acting as a positive role model at all times for all clients/members and staff.
- Proactively developing and maintaining high standards of customer care in order to facilitate the retention of clients/members.
- Promoting healthy activities and related strategies for daily living to clients/members.
- Monitoring maintenance schedules and assisting in the upkeep and cleanliness of the environment and all associated gym equipment.
- Working within the parameters given Level 2, recognising the standards and professional limitations that this provides, referring to appropriate members of staff for guidance and support.

- To deliver a range of Let's Target class using a range of equipment with the gym.
- To deliver a variety of fitness classes/courses within a designated area.

3.2 Personal Development

- To ensure that all necessary qualifications for the post are maintained and renewed – CYQ level 2 Fitness Instructing & ongoing CPD training.
- Fully participate and engage in centre based training and on-going assessment of performance.
- Keep abreast of trends and developments within the Health and Fitness industry and discuss own training and development needs with the Fitness Supervisors / Service Manager.

3.3 Other

- To administer First Aid as required if qualified.
- To act in accordance with, and actively promote, GLL's policies and standards.
- To undertake any other duties commensurate with the post's level of responsibility.

4. PERSON SPECIFICATION

THE AIM OF GLL IS TO RECRUIT PEOPLE NOT JUST FOR JOBS BUT FOR LONG TERM CAREERS. WE WANT "BETTER PEOPLE" WITH THE RIGHT GLL BEHAVIOURS TO SUPPORT OUR BUSINESS AND WHO WILL GROW WITH US AND "ACHIEVE MORE"

FOR THESE REASONS, WE LOOK FOR EVIDENCE OF THE FOLLOWING BEHAVIOURS IN ALL POTENTIAL AND EXISTING STAFF LOOKING FOR APPOINTMENTS OR PROMOTIONS:

BELIEVE

- Demonstrates self-belief
- Shows integrity
- Committed to service excellence
- Engages with 4 pillar values

ACT

- Continuously developing
- Results driven
- Positive 'can-do' attitude
- Makes a difference

ENGAGE

- Team player
- Great communicator
- Leads and inspires others
- Cares about our communities

The Job demands the following blend of knowledge, skills, experience and behaviour (all are essential, unless shown otherwise, and will be assessed by Application Form and / or Interview / Assessment):

4.1 Skills

- The ability to effectively promote, market and 'sell' the service and Centre
- The ability to deal with customers and their queries and concerns with tact and sensitivity
- 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

4.2 Knowledge

- Appropriate professional qualifications (as shown in 'at a glance')
- Good understanding of the characteristics and qualities that customers want from leisure / health and fitness centres
- Knowledge of electronic booking systems
- Knowledge of Health and Safety legislation and other legislation in relation to leisure centre operations
- Understanding of financial control, budgets and monitoring

4.3 Experience

- Previous experience in busy leisure / health and fitness centres, or working in a customer focused / sales environment
- Experience of dealing with routine administration, membership, booking, programme writing and Direct Debit systems
- Experience of cash handling and banking and till reconciliation
- Evidence of achieving results and making a difference to customers.

4.4 Behaviours

- 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
- The ability to work as part of a team, and to continue with own responsibilities

4.5 Other

- Able to work unsocial hours
- Society member (internal candidates only)
- Ability to work flexible shift patterns e.g. morning shifts, evening shifts and weekends