

ROLE PROFILE & PERSON SPECIFICATION

ASSISTANT GROUP EXERCISE INSTRUCTOR

1. AT A GLANCE

FOCUS	ROLE SUMMARY	REQUIREMENTS
<ul style="list-style-type: none"> • Fitness Services • 95% Customer Facing • Not Key Holder 	<ul style="list-style-type: none"> • Excellent customer experience management • Delivery of Better Brand • Achieving attendance targets • Managing internal and external marketing • Revenue Protection • Retention – All aspects 	<ul style="list-style-type: none"> • 1 Day CPR (Appointed persons) • NVQ Level 2 ETM • Yoga or Pilates Qualification • Current PPL License • REPS Registered Level 2

2. RESPONSIBLE TO: General Manager through the Service Manager / Health and Fitness Supervisors and Group Exercise Leads

3. PRINCIPAL RESPONSIBILITIES:

- Responsible for the provision of an excellent customer service in relation to the group exercise studio and all cross training activities

4. SPECIFICALLY

- To assist the team of full time staff in the delivery of a quality front line service to GLL customers.

4.1 Customer

- Maintain a good and positive image of the Centre to members and the public generally by providing a welcoming, helpful and professional service.
- To comply with the commitments outlined in the 'Customer Charter', ensuring that standards are maintained as stipulated.
- To ensure the safety and control of customers and the public generally within the Centre and that all relevant regulations applicable to the Centre's operation are enforced and complied with.
- To assist customers with use of the facilities and activities and to encourage maximum use of the Centre.

- To actively encourage bookings of the Centre's facilities and activities and to enquirers in person and on the telephone and via the website communicating new ventures and suggesting appropriate activities to potential customers.

4.2 Health and Fitness

- To supervise all members activities in the group exercise ensuring that all classes are completed in a manner consistent with safe working practice
- To prepare areas and equipment for sessions as and when required
- To ensure all internal and external marketing promotions are followed occurring to all training
- To undertake specialist classes and cover class complying with the Better Brand
- To encourage all members to 'cross train' their fitness programme to ensure minimal 'hot spots' and routine with a members training regime
- 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.
- To be accountable for retention within the centre
- To actively interact with all members in all leisure centre and not just the in the studio

4.3 Business/Financial Management

- To maintain all 'Good Housekeeping' systems
- Maintain all appropriate records and systems.

4.4 Personal Development

- To ensure that all necessary qualifications for the post are maintained and renewed – NVQ level 2 ETM, Yoga or Pilates, REPS Level 2 and CPR
- Fully participate and engage in on-going assessment of performance.
- Keep abreasted of trends and developments within the Health and Fitness industry and discuss own training and development needs with the Health and Fitness Supervisors / Assistant Manager

4.5 Other

- To assist managers with any emergencies and First Aid as required
- 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

5. 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):

5.1 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

5.2 Knowledge

- Appropriate professional qualifications
- Good understanding of the characteristics and qualities that customers want from leisure / health and fitness centres
- Knowledge of Health and Safety legislation and other legislation in relation to leisure centre operations
- Understanding of business monitoring

5.3 Experience

- Experience in busy leisure / health and fitness centres, or working in a customer focused environment
- Evidence of achieving results and making a difference to customers

5.4 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 worked as part of a team, but to continue with own responsibilities

5.5 Other

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