

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: Health and Fitness Instructor

REPORTING TO: Health and Fitness Manager

ROLE PURPOSE:

To exceed client expectations by helping them to achieve their personal goals and by ensuring a safe, clean and friendly service to all users of the Health and Fitness facilities and the group exercise studio. To provide supervision, coaching, instruction and motivation to clients.

KEY ACCOUNTABILITIES:

- To provide supervision, control, safety and expert guidance and advice to users of the health and fitness facility and the group exercise studio.
- To provide expert knowledge via gym inductions, personal programmes and body composition analysis.
- To be responsible for delivering customer retention programmes to assigned individuals or groups and for monitoring the attendance, early warning signs and attrition levels amongst your assigned portfolio of clients.
- To ensure that the health and fitness facilities and the group exercise studio are delivering or exceeding your clients' expectations
- To play an active part in the development of the Arena's Normal Operating Procedures and Emergency Action Plans and to ensure that these standards and procedures are adhered to and always followed.
- To ensure that all equipment provided for use by users and visitors to the health and fitness suite and the group exercise studio is always working properly and safe for its intended use.
- To ensure the highest possible standards of cleanliness are always maintained throughout the health and fitness suite and the group exercise studio.
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- To encourage and motivate users to make greater use of the Arena's facilities and to actively promote the Arena's Easy Payment Schemes (EPS)

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by referring regular casual users of the health and fitness facilities to the Sales Team

- To aid the induction and coaching programme, supervise groups and individuals as directed
- To ensure the implementation of the Company's health and safety policy
- To satisfactorily undertake such training and development as the Company might feel is appropriate to the ongoing requirements of the position and to become a recognised first aider for the Arena.
- To assist the team in carrying out marketing initiatives including participating in off-site promotions and referral programmes that might be reasonably requested.
- To support all staff in contributing to a positive working environment
- To constantly examine all equipment, materials and areas which are used and report any defects or hazards immediately to the Health and Fitness Manager

PERFORMANCE INDICATORS:

- To achieve targets set by the Health and Fitness Manager
- To achieve a clean, safe and operational facilities and programmes
- To achieve motivated and happy customers
- To achieve high fitness membership retention and visitor returns
- To achieve positive customer feedback
- To be a motivated, diligent and conscientious member of the Arena team

PERSON SPECIFICATION:

Experience and Qualifications

Essential

- Relevant fitness instructors' qualification (NVQ level 3 or equivalent)
- Experience of leisure facilities operation
- Excellent customer care & communication skills
- Experience of working in a team environment

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Desirable

- Minimum 1 years' experience in the fitness industry
- Gained or working towards level 4 qualification
- Qualification to teach exercise classes
- Other sport/fitness/sports science/coaching qualifications
- Team leader/ supervisory experience
- Computer literate (preferably with leisure software)
- First Aid Certificate

Skills and Personality

- Good communication and interpersonal skills
- Enthusiastic, motivated and a good sense of humour
- Willingness to support colleagues and participate as a member of the team
- Reliable and excellent timekeeping
- Excellent customer service skills
- Positive attitude and a desire to succeed
- Friendly and of smart appearance
- Ability to work under pressure

TERMS OF SERVICE:

Terms & Conditions of Service – Full terms and conditions of appointment will be supplied to the successful candidate.

Signed:.....

Print name;.....

Date:.....