



Craven District Council

Job Description

Job title: Fitness Instructor

Section: Craven Leisure

Grade: Scale 3 (inclusive rate)

Job Purpose

To be responsible for the day to day operation of customer fitness programmes, supervising the fitness suite to ensure that customers are able to exercise in a safe environment whilst also receiving expert help and assistance from a qualified member of staff.

Duties and Responsibilities

- To provide customers with a polite, friendly, appropriate and safe leisure service with due attention to customer care at all times
- To supervise the efficient operation of the Centre's fitness suite.
- To ensure that the fitness suite and all equipment is secure, safe, clean and properly maintained at all times
- To undertake induction sessions for customers, ensure that new users complete a health questionnaire and design appropriate workouts for all fitness suite customers, with due regard to health and safety. To update customer exercise programmes on a regular 6-8 week timescale
- To develop and co-ordinate the fitness programmes of users to ensure it is appropriate and specific to the individual
- To undertake preventative maintenance and cleaning work in the fitness suite and changing areas, including reporting maintenance faults to the appropriate supplier of the equipment
- To carry out all operations/procedures in accordance with appropriate Council Operating Procedures and relevant legislation at all times
- To assist the Fitness Manager to achieve income targets for the fitness suite, by promoting maximum usage and income through membership sales, corporate business sales, encouraging casual users and customer retention
- To inform customers of the various payment options and membership schemes and conduct tours of the facilities

- To complete membership, direct debit and induction forms with customers, inputting details onto the membership system as appropriate
- To maintain the GP Referral Programme and liaise with Primary Care Trust employees to ensure a safe and effective delivery of the service
- To develop and maintain a personal fitness testing/programme service for customers, taking into account their health and physical condition
- To support the Centre's Competent Officer in undertaking risk assessments and implementing appropriate health and safety procedures in the fitness suite
- To support the Fitness Manager in promotions and fitness challenges / activities to help maintain usage and recruit new customers
- To respond quickly and efficiently to problems arising and, when necessary, respond to emergencies and take appropriate action in accordance with the Council's Emergency Action Plan (EAP)
- To take appropriate action to deal with inappropriate behaviour affecting the security of the premises and for the health and safety of staff and/or customers, reporting such instances to a Line Manager immediately.

Supervised by

Fitness Manager for appraisal and other management issues,
Duty Officer for day to day operational issues.

Supervisory Responsibilities

None

Contacts

Swimming pool & fitness colleagues, reception team customers, employees of Craven District Council, members of the public, equipment suppliers, GPs, employees of Primary Health Care Trusts, users with health problems.

Special Conditions

- Uniform provided to be worn on duty and not at any other time.
- Inclusive pay rate for weekend, evening and shift work.

The job description is not a definitive list of tasks. It is designed to give an overall view of the job it is not an indicator of the sole requirements of the work required. It is expected that you will use initiative and develop your own style to achieve the overall purpose. The precise responsibilities may change from time to time in line with the organisational requirements of the Council. Reasonable adjustments will be made to working arrangements to accommodate a person with a disability who would otherwise be prevented from undertaking the work.

Person Specification

Fitness Instructor

| Factor | Essential or Desirable | How Identified |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|-----------------------------------|
| <u>Qualification & Training</u> | | |
| <ul style="list-style-type: none"> • CYQ Level 2 Fitness Instructor Certificate or equivalent | E | Certificate |
| <ul style="list-style-type: none"> • CYQ Level 3 Fitness Instructor Certificate or equivalent | D | Certificate |
| <ul style="list-style-type: none"> • Full First Aid Qualification. | D | Certificate |
| <ul style="list-style-type: none"> • ‘Exercise Referral’ Level 3 or ‘Cardiac Rehabilitation’ Phase 4 Certificate or equivalent | D | Certificate |
| <ul style="list-style-type: none"> • To be willing to undertake training as appropriate and work towards Continuous Personal Development (CPD) | D | Interview |
| <u>Experience and Knowledge</u> | | |
| <ul style="list-style-type: none"> • To have experience of working in a Fitness/Cardiovascular Suite in an instructor capacity and be able to provide expert assistance to novice and experienced customers alike. | E | Application/ Interview |
| <ul style="list-style-type: none"> • To have experience of monitoring and evaluation customers in relation to development of personal fitness programmes. | E | Application/ Interview Test |
| <ul style="list-style-type: none"> • An appreciation of the need to provide a healthy and safe environment for all customers. | E | Application/ Interview Test |
| <ul style="list-style-type: none"> • To have Sales and Marketing Experience in a leisure environment. | D | Application/ Interview |
| <ul style="list-style-type: none"> • To have experience of organising health and fitness promotions. | D | Application/ Interview |
| <ul style="list-style-type: none"> • Previous work in a Fitness Centre or Sports Centre Environment. | D | Application/ Interview |
| <u>Skills / Abilities</u> | | |
| <ul style="list-style-type: none"> • To have experience of dealing with the public – personally and by telephone. | E | Application/ Interview |

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| <ul style="list-style-type: none"> • Must have excellent communication skills and the ability to gain rapport with customers of all ethnic and social backgrounds to ensure a positive and pro-active atmosphere of health and fitness development. | E | Application/ Interview |
| <ul style="list-style-type: none"> • To have ability to forge excellent working relationships with customers, staff, fellow officers from other Council Departments. | E | Application/ Interview |
| <ul style="list-style-type: none"> • To have a commitment to Customer Care, Continuous Service Improvement and Equal Opportunities | E | Application/ Interview |
| <ul style="list-style-type: none"> • To have an ability to be both assertive and diplomatic when dealing with problems and complaints from customers. | E | Application/ Interview |
| <ul style="list-style-type: none"> • To possess a friendly, courteous, approachable, personable and helpful disposition. | E | Application/ Interview |
| <ul style="list-style-type: none"> • To be prepared to work flexible shift hours including evening and weekends. | E | Application/ Interview |
| <ul style="list-style-type: none"> • To have a commitment to the development of leisure opportunities for all ages, abilities and interests. | E | Application/ Interview |
| <ul style="list-style-type: none"> • To be able to work on own initiative and work unsupervised. | E | Application/ Interview |
| <ul style="list-style-type: none"> • To manage and meet deadlines and work priorities. | E | Application/ Interview |
| <ul style="list-style-type: none"> • To have excellent presentation skills, both in terms of personal appearance and the ability to relate to team members and customers. | E | Interview |
| <ul style="list-style-type: none"> • To have an understanding of and commitment to Equal Opportunities in the delivery of the service. | E | Application/ Interview |
| <ul style="list-style-type: none"> • To be able to undertake risk assessments and apply health and safety procedures in a practical way, having a high level of safety awareness. | E | Application/ Interview |
| <ul style="list-style-type: none"> • To have the ability to work with IT systems | D | Application/ Interview |