

## Sports Development Centre

# RELIEF FITNESS INSTRUCTOR

Casual Post REQ17733

### Job Description

**Job Grade:** Operational Services Grade 3 (OP3) – Casual Pay rates

**Responsible to:** Duty Manager

**Responsible for:** Student Volunteers

**Job Purpose:** To provide an excellent standard of customer care. To create a welcoming and supportive environment through the delivery of inspirational fitness related activity. To encourage and motivate students and other customers to industry leading levels of participation in a range of activities.

### Key Tasks:

- Create a vibrant and motivational environment which encourages and inspires a greater level of activity by our students and other customers
- Deliver a market leading programme of activity around health and fitness with exceptional service that is appropriate to the needs of the customer
- Ensure a culture of interaction, involvement and friendliness with customers

### Duties and Responsibilities

- Actively engage with members in their use of the centre, encouraging maximum usage and deliver additional fitness activities that are appropriate to customer needs and responsive to customer feedback
- Assist in the development of safe and effective programming through innovative ideas and initiating actions to meet the demands of the customers
- Undertake all day to day cleaning and maintenance of the equipment in a manner consistent with safe working practice, bringing to the attention of the Duty Manager any major faults or repairs.
- Take responsibility to ensure the facilities are presented to the highest level of cleanliness and comfort.
- Supervise all customers to ensure correct use of fitness training equipment
- Assist in the identification, promotion and delivery of activities and programmes.
- Support and assist in sales and retention processes.
- Establish and maintain excellent relationships with customers and potential customers, handling and escalating queries and complaints where appropriate
- Maintain a full and up to date knowledge of the products, services and activities available and advise members accordingly.
- Create and deliver fitness assessments, programmes and inductions and keep appropriate records.
- Develop a sound knowledge of the fitness suite equipment and current trends within the industry.

- Deliver group exercise activities as required.
- Supervise and assist our Student Gym Activators, ensuring an environment that allows them to develop and learn through hands on practical experience.
- Provide reception cover and undertake other admin duties as required, this may include making bookings on the computerised booking system, handling cash and other forms of payment and monitoring of consumables.
- To carry out routine monitoring and basic maintenance of equipment and fittings as required.
- Maintain mandatory qualifications and actively engage in CPD and training
- As a trained first aider, to deal with accidents or injuries as they occur and ensure that the necessary steps are taken to prevent reoccurrences and that the relevant documentation is completed.
- Attend staff meetings and contribute appropriately as required.
- Any other duties that are commensurate with the grade of the post
- Adhere to the policies of the University at all times.
- To promote adherence to ethical guidelines and regulations with regard to drugs and doping in sport, in line with UK Anti-Doping (UKAD) guidelines and the Loughborough University 'Clean Sport' commitment.

### **Points to Note**

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

### **Special Conditions**

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies / procedures.

The post holder will be required to work shifts evenings, weekends and bank holidays / university closure days.

Place of work may be changed to another sports facility on campus if required to meet the needs of the business.

The postholder will/may be required to provide a satisfactory disclosure statement (see <http://www.homeoffice.gov.uk/agencies-public-bodies/dbs/>) for more details.

Staff are required to wear SDC designated uniform whilst on duty.

### **Organisational Responsibility**

Reports to the Duty Manager

## Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

### Essential Criteria

Area	Criteria	Stage
<b>Experience</b>	Experience of working as a Fitness Instructor.	1,2,3
	Experience of working in a customer focussed environment.	1,3
<b>Skills and abilities</b>	Proven excellent Customer Service Skills.	1,2,3
	Excellent product knowledge and experience	1,3
	Excellent communication skills	1,3
	Ability to empathise and work with customers of all age groups and levels of ability	1,3
	High standard of personal presentation and a commitment to a healthy lifestyle	3
	Open, honest and approachable with an outgoing personality	3
	High personal integrity and motivation	1,3
	Confident and professional with the ability to deliver group exercise activities	1,2,3
	Ability to use own initiative and work effectively as part of a team	1,3
	Have a positive 'can do' attitude	1,3
	Punctual, flexible and reliable	3
	The ability to inspire customers to achieve their health and fitness goals	1,2,3
	IT skills sufficient for general correspondence/report writing and using a computerised booking system	1,3
<b>Training</b>	Be committed to, and actively participate in, a programme of continuing personal professional development	1,3
	Demonstrate evidence of having undertaken further training.	1,3
<b>Qualifications</b>	GCSE in English and Maths or equivalent relevant experience	1
	Basic literacy and numeracy	1
	Recognised Level 2 Fitness Instructor qualification	1
<b>Equality &amp; Diversity</b>	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace.	1
<b>Other</b>	Willingness to work irregular hours as necessary.	1,3
	Knowledge of Health and Safety legislation	1,3
	Knowledge of a broad range of sports and their fitness requirements	1,3
	A sound knowledge of the Health & Fitness industry	1,3
	A commitment to observe the University's Equal Opportunities and Health & Safety policies at all times	3

	A commitment to observe and uphold the SDC Anti-Doping policy.	1,3
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#### Desirable Criteria

Area	Criteria	Stage
<b>Experience</b>	Experience of using Technogym products and services	1,2,3
	Experience of handling cash	1,3
	Experience of delivering group exercise	1,3
<b>Qualifications</b>	REPs registered	1
	First Aid at Work (or the ability to obtain the qualification within 6 months)	1
	Group exercise qualifications or ability to successfully obtain qualifications within 9 months of appointment	1
	UKSCA Level 1 or the ability to successfully obtain qualification within 9 months of appointment	1
	BAWLA Level 1 or the ability to successfully obtain qualification within 9 months of appointment	1
<b>Other</b>	Knowledge of QUEST accreditation and requirements.	1,3
	An understanding of University Sport	1,3

#### Stages in assessment:

- 1= application form at short listing,  
 2= selection test – i.e. presentation, in-tray exercise, data analysis  
 3= interview

#### Informal Enquiries

Informal enquiries should be made to **Lee Hamilton, Duty Manager** by email at [L.M.Hamilton@lboro.ac.uk](mailto:L.M.Hamilton@lboro.ac.uk), or by telephone on **01509 228804**

#### Applications

The closing date for receipt of applications is **20 August 2017**.

Interviews will be held on 12 September 2017.

The position is offered on a casual, zero guaranteed hours' basis. Salary will be on the Casual Grade 3, £9.94 per hour inclusive of holiday pay, subject to an annual pay award, at a starting salary to be confirmed on offer of appointment.