

Fitness Coach

Job Ref: REQ250555

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade: Operational Services Grade 3 (OP3)

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.
- Present the level of standards befitting the Loughborough Sport brand. This includes the physical presentation of the facility, behaviours within the role, and the level of service delivered.

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 or Gyms 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 consultations, programmes, workshops, one-to-one sessions, and inductions, keeping records as appropriate.

- 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

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 commitment to the University's Equity, Diversity, and Inclusion policies at all times.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Belonging and Inclusion and, where appropriate, Recruitment and Selection. The post will require working in the evenings, weekends and on bank holidays and University closure days when required

The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, details of which can be found at: <http://www.lboro.ac.uk/services/hr/a-z/conditions-of-service.html>

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 set of 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 Loughborough Sport designated uniform whilst on duty.

Reports to the Gyms 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
Experience	Experience of working as a Fitness Instructor.	1,2,3
	Experience of working in a customer focussed environment.	1,3
Skills and abilities	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 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 to work effectively as part of a team.	1,3
	Have a positive 'can do' attitude.	1,3
	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
Training	Willingness to undertake continued professional development.	1,3
	Demonstrate evidence of having undertaken further training.	1,3
Qualifications	GCSE in English and Maths or equivalent relevant experience.	1
	First Aid at work (or the ability to obtain the qualification within 6 months).	1
	Recognised Level 2 Fitness Instructor qualification.	1
	Group exercise qualifications & recognised Level 3 Fitness Instructor qualification or ability to successfully obtain qualifications within 9 months of appointment.	1,3
Other	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace.	1
	Willingness to work irregular hours as necessary.	1,3
	Knowledge of Health & 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 and uphold the Loughborough Sport Anti-Doping policy.	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of using Technogym products and services.	1,2,3
	Experience of handling cash.	1,3
	Experience of delivering group exercise.	1,3
Qualifications	CIMPSA registered.	1
Other	Knowledge of QUEST accreditation and requirements.	1,3
	An understanding of University sport.	1,3

Conditions of Service

Salary will be on [Operational Services Grade 3](#). Starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for grades 1 to 5 staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available [here](#).

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available [here](#))

In addition, the University is supportive, wherever possible, of flexible working arrangements.

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equity and celebrates diversity and inclusion throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>.