

Physical Development Coach**Job Ref: REQ260509****School/Department summary:**

Loughborough Sport is the overarching sport and physical-activity Professional Service of Loughborough University. It covers a wide spectrum: elite performance sport, recreational sport, coaching and volunteering, facilities, student clubs, and inclusive programmes.

Job Description**Job Family and Grade:** Operational Services Grade 3 (OP3)**Job Purpose**

To provide an excellent standard of customer care and contribute to a safe, clean, professional and welcoming training environment. To support the day-to-day operation, presentation and maintenance of the gym facilities under the direction of the Senior Fitness Coach. To deliver and support fitness and physical development activity, including workshops, Athletic Union strength and conditioning support, commercial testing services and wider customer engagement, encouraging students, athletes and other customers to participate safely, confidently and consistently.

Key Tasks:

- Create a safe, clean, professional and motivational training environment which encourages students, athletes and other customers to participate confidently in physical activity.
- Deliver and support an agreed programme of fitness and physical development activity, including workshops, inductions, one-to-one support, Athletic Union strength and conditioning support, commercial testing services and wider customer engagement activity.
- Ensure a culture of positive interaction, involvement and support with customers, students, athletes, colleagues and visiting groups.
- Present the level of standards befitting the Loughborough Sport brand. This includes the physical presentation, cleanliness and readiness of the facility, behaviours within the role, and the level of service delivered.

Duties and Responsibilities

- Actively engage with members, students, athletes and other customers in their use of the facilities, encouraging safe, confident and consistent participation in physical activity.
- Assist in the development, identification, promotion and delivery of safe and effective programmes, activities and services that respond to customer needs and support engagement, participation, sales and retention.
- Undertake day-to-day cleaning, presentation, reset and basic maintenance of equipment, fittings, storage areas and training spaces in a manner consistent with safe working practice, ensuring facilities are maintained to a high standard of cleanliness, safety, organisation and readiness for use.

- Supervise customers to support the safe and correct use of fitness, strength and conditioning, and testing equipment. Establish and maintain excellent relationships with customers and potential customers, handling and escalating queries, feedback and complaints where appropriate, while maintaining up-to-date knowledge of Loughborough Sport products, services and activities.
- Create, support and deliver fitness consultations, programmes, workshops, one-to-one sessions, inductions, group exercise and physical development activity as required, keeping accurate records as appropriate.
- Provide reception cover and undertake other administrative duties as required, including bookings, payments, monitoring consumables and maintaining accurate records.
- Carry out routine monitoring of equipment and training spaces, recording and reporting any faults, damage, repairs or issues to the Senior Fitness Coach, Duty Manager or Facility Manager as appropriate.
- Maintain mandatory qualifications and actively engage in continued professional development, training courses, staff meetings and learning opportunities provided through Loughborough Sport and relevant industry partners.
- As a trained first aider, deal with accidents or injuries as they occur, ensuring that necessary steps are taken to prevent reoccurrence and that relevant documentation is completed.
- Adhere to University policies at all times, promote adherence to ethical guidelines and regulations regarding drugs and doping in sport in line with UK Anti-Doping (UKAD) guidelines and the Loughborough University Clean Sport commitment.
- Support Athletic Union strength and conditioning activity by assisting with agreed team delivery, contributing to the student-athlete support environment, and working within the expectations of the relevant interdisciplinary team where required.
- Support commercial strength and conditioning and physical development services, including the appropriate set-up, use and recording of testing equipment such as VALD systems, in line with agreed protocols and training.

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 outlined in the document.

Organisational Responsibility

Reports to the: Senior Fitness Coach

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

- 1 – Criteria measured within the Application
- 2 – Criteria measured at Test/Assessment Centre/Presentation
- 3 - Criteria measured at Interview

Essential Criteria:

Area	Criteria	Stage
Experience	Experience of working as a Fitness Instructor, Personal Trainer, Physical Development Coach or within a relevant health, fitness or strength and conditioning environment.	1,2,3
	Experience of working in a customer-focused environment.	1,3
Skills and abilities	Proven excellent customer service skills, with the ability to create a welcoming, professional and supportive training environment.	1,2,3
	Good knowledge of health, fitness, gym-based training and physical development products and services.	1,3
	Excellent communication skills, with the ability to engage effectively with students, athletes, members, colleagues and visiting groups.	1,3
	Ability to empathise and work with customers of different ages, abilities, training backgrounds and experience levels.	1,3
	High personal integrity, motivation and professional standards.	1,3
	Confident and professional with the ability to deliver group exercise, workshops and physical development activity in line with qualifications, training and agreed service requirements.	1,2,3
	Ability to use own initiative and work effectively as part of a team, following agreed operational processes and reporting issues appropriately.	1,3
	Have a positive 'can do' attitude.	1,3
	The ability to inspire and support customers, students and athletes to achieve their health, fitness and physical development goals.	1,2,3
	IT skills sufficient for general correspondence, record keeping, basic reporting and using computerised booking or operational systems.	1,3
Training	Willingness to undertake continued professional development, including training linked to fitness, physical development, facility operations and industry-recognised qualifications.	1,3
	Demonstrate evidence of having undertaken further relevant training or professional development.	1,3
	Evidence of further training or interest in strength and conditioning, sports coaching, personal training, rehabilitation, movement screening or physical development.	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
	Recognised Level 3 Personal Training / Fitness Instructor qualification and/or group exercise qualification, or the ability to successfully obtain required qualifications within 6 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 and safety requirements within a gym, fitness or physical activity environment.	1,3
	Knowledge of a broad range of sports and their physical preparation, fitness or training requirements.	1,3
	A sound knowledge of the health, fitness and physical development industry.	1,3
	A commitment to observe and uphold the Loughborough Sport Anti-Doping policy.	1,3

Desirable Criteria: These are skills, experience and competencies that are additional extras that may be used to narrow the pool down if we receive a high volume of applications that meet the essential criteria.

Area	Criteria	Stage
Experience	Experience of using Technogym, BLK BOX, Hammer Strength or similar gym-based equipment, training systems and digital fitness platforms.	1,2,3
	Experience of delivering group exercise, small-group training, workshops or physical development sessions.	1,3
	Experience of working within, or supporting, a strength and conditioning, sports performance or physical development environment.	
	Experience of supporting athletes, teams or groups with gym-based training activity.	
	Experience of using, setting up or recording data from testing equipment, such as VALD or similar performance testing systems.	
Qualifications	CIMPSA registered.	1
Other	An understanding of University sport, Athletic Union sport or student-athlete development environments.	1,3
	<u>Understanding of the importance of equipment care, cleaning, facility presentation and safe training environments.</u>	1, 3

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to Equity, Diversity, and Inclusion (EDI), while carrying out all duties in a way that respects these principles and upholds the right to free expression. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We strive to create a culture that supports equity and celebrates diversity throughout the campus. The University holds a [Bronze Athena SWAN award](#) which recognises the importance of support for women at all stages of their career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

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.