

Senior Fitness Coach

Job Ref: REQ260681

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 4 (OP4)

Job Purpose:

To support the day-to-day performance and development of the Fitness Coach team, working closely with the relevant manager to ensure the consistent delivery of excellent customer care, high-quality coaching and a safe, professional and welcoming fitness environment. To contribute to improvements in customer participation, coaching quality, gym-floor activity and one-to-one coaching services.

Key Tasks:

- Support the day-to-day performance, deployment and development of the Fitness Coach team, including line management, Rota coordination and the effective allocation of staff across operational and coaching activities.
- Ensure the consistent delivery of high standards of customer care, gym-floor engagement, facility presentation, cleanliness, safety and readiness across the fitness facilities.
- Support the development of coaching quality across the Fitness Coach team through observation, feedback, mentoring, practical development and the sharing of effective coaching practice.
- Assist with the development and coordination of a high-quality programme of fitness activity, including consultations, one-to-one coaching, gym-floor classes, workshops, small-group training and wider customer engagement initiatives.
- Contribute to the growth and quality of one-to-one coaching by developing new ideas, improving customer engagement and supporting Fitness Coaches to build and retain sustainable client bases.
- Support a positive, proactive and accountable team culture in which Fitness Coaches bring energy, ideas and professionalism to the continued improvement of customer experience and fitness service.

Duties and Responsibilities

- Line manage the Fitness Coach team, setting clear expectations and supporting individual performance, development and wellbeing, in accordance with university procedures and working closely with the relevant manager.

- Coordinate the Fitness Coach Rota and deploy staff effectively across gym-floor, coaching and wider operational activity.
- Support the day-to-day delivery of the Fitness Coach team, communicating priorities and ensuring agreed standards and responsibilities are consistently achieved.
- Monitor the cleanliness, safety, organisation, presentation and readiness of the fitness facilities, acting where standards are not met and reporting concerns to the relevant manager.
- Support the development of coaching quality across the team through observation, feedback, mentoring and practical development.
- Support the induction, probation and continued professional development of Fitness Coaches.
- Assist with the development and coordination of safe and effective fitness consultations, programmes, workshops, gym-floor classes, small-group training and other customer activities.
- Encourage customer engagement, participation and retention through a proactive and visible Fitness Coach presence across the facilities.
- Support the development of one-to-one coaching activity, helping Fitness Coaches to generate interest, develop client relationships and maintain sustainable client bases.
- Monitor team performance across coaching, customer engagement, facility standards and one-to-one activity, addressing routine concerns and reporting matters requiring further management support to the Facility Manager.
- Resolve routine staffing, operational and customer issues, escalating risks, incidents or concerns where appropriate.
- Maintain excellent relationships with customers and support the Fitness Coach team in handling queries, feedback and complaints.
- Remain operationally visible and deliver fitness consultations, inductions, programmes, one-to-one coaching, group exercise and gym-floor activity as required.
- Maintain a full and current knowledge of Loughborough Sport products, services and activities and ensure the Fitness Coach team can advise customers accurately.
- Provide reception cover and undertake administrative duties as required, including bookings, payments, record keeping and monitoring consumables.
- Maintain mandatory qualifications and actively engage in continued professional development, training and learning opportunities.
- As a trained first aider, respond to accidents and injuries, ensure relevant documentation is completed and support actions to prevent recurrence.
- Attend staff meetings, training sessions and service-development activity, contributing appropriately.
- Undertake any other duties commensurate with the grade of the post.
- Adhere to University policies and promote 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 outlined in the document.

Special Conditions

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 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.

Organisational Responsibility

Reports to the: Senior Facility Manager.

Direct Reports: Fitness Coaches

Budget Responsibilities: n/a

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 or within a relevant health and fitness environment.	1,2,3
	Experience of working in a customer focussed environment.	1,3
	Experience of supervising staff, coordinating day-to-day activity or taking responsibility for the delivery of a fitness service or operational area.	1,3
	Experience of supporting, supervising, mentoring or developing colleagues.	1,2,3
	Experience of developing or improving fitness activities, coaching services or customer engagement initiatives.	1,2,3
	Experience of line management, rota coordination or staff deployment.	1,2,3
Skills and abilities	Proven excellent customer service skills.	1,2,3
	Excellent knowledge of health, fitness and coaching products and services.	1,3
	Excellent communication skills, including the ability to give clear direction and constructive feedback.	1,3
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	Confident and professional, with the ability to deliver and develop high-quality fitness activity.	1,2,3
	Ability to use initiative, make sound decisions and work effectively as part of a team.	1,3

	Ability to inspire customers and motivate colleagues to achieve high standards.	1,2,3
	IT skills are sufficient for Rota management, record keeping, reporting and computerised operational systems.	1,3
	Proven ability to lead, organise and motivate staff.	1,3
	Ability to monitor performance, address concerns and hold staff accountable for agreed standards.	1,2,3
Training	Willingness to undertake continued professional development relevant to coaching, leadership and fitness operations.	1,3
	Evidence of relevant further training or professional 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 3 Personal Training or equivalent fitness qualification.	1
	Relevant group exercise or coaching qualification, or the ability to obtain an agreed qualification within 6 months of appointment.	1,3
Other	Demonstrate an ability to behave in a way that adheres to equitable and inclusive working practices, while respecting diversity of thought and supporting freedom of speech and expression.	1,3
	Willingness to work irregular hours as necessary.	1,3
	Good knowledge of health and safety requirements within a gym or fitness environment.	1,3
	Knowledge of a broad range of sports, fitness activities and customer training needs.	1,3
	A strong and current knowledge of the health and fitness industry.	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 a broad range of gym-based equipment, training systems and digital fitness platforms.	1,2,3
Qualifications	CIMPSA registered.	1
Other	An understanding of University sport, student fitness or sport and physical activity within higher education.	1,3
	Experience of formal line management, rota coordination or staff supervision.	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.

