



## **Job profile**

### **Gym Instructors**

#### **Grade C**

**Group:** Corporate Resources

**Service:** Trading and Commercialisation

**Location:** Various

**Line Manager:** Operations Manager

**Car User Status:** N/A

#### **Job Purpose**

To provide a safe and enjoyable experience for customers by providing advice and instruction to customers.

#### **The key roles of this post will include:**

1. Undertake inductions of customers to introduce them to the facilities following a process to ensure their suitability to participate in health and fitness activities.
2. To provide advice and instruction to customers to meet their personal goals by being responsive to their needs including involvement within the various exercise referral schemes to promote lifelong long participation.
3. Ensure the safe and proper use of all equipment and facilities by customers. Undertake the inspection of equipment and the cleaning facility areas to maintain standards of presentation.
4. To assist in the promotion, development and organisation of activity programmes as well as promoting membership packages.
5. Undertake the required training programmes and participate in the Achievement and Development programme.
6. Such other duties and responsibilities falling with the grade.



## Knowledge & Qualifications

### Essential:

#### Knowledge

- The expectations of customers within a leisure environment.

#### Experience

- Previous experience within a gym environment.
- Working with customers/groups of people in any setting
- Effective communications with a range of people

#### Qualifications

- A level 2 in gym instructor/operations, or equivalent
- Basic literacy and numeracy skills

### Desirable:

#### Experience

- Working with customers with specific health problems.
- The development of activity initiatives.

#### Qualifications

- An NVQ Level 2 in another fitness related area.
- An NVQ level 3 in gym operations.



## Competencies

<b>Customer Focus</b>	Puts the customer first and provides excellent service to both internal and external customers
<b>Communication</b>	Uses appropriate methods to express information in a clear and concise way to make sure people understand
<b>Team Working</b>	Works with others to achieve results and develop good working relationships
<b>Making things happen</b>	Takes responsibility for personal organisation and achieving results
<b>Flexibility</b>	Adapts to change and works effectively in a variety of situations
<b>Learning and Development</b>	Actively improves by developing and applying new skills and knowledge and learns from past experiences