

LINCS INSPIRE LIMITED

JOB DESCRIPTION

Job Title:	Fitness Instructor
Accountable To:	Fitness Supervisor
Grade:	PG 3 - £17, 332

1. Overall Purpose of the Role

To ensure the safety and well-being of all users of the company's sports and leisure facilities at all times.

The role will include motivation and support for customers to achieve their fitness goals, the delivery of one to one appointments, group sessions, meaningful gym floor interaction, the erecting and dismantling of fitness equipment and ensuring the cleanliness of all facilities to the highest standards.

To be a proactive member of the fitness team, ensuring a professional approach is applied at all times to meet the aims and objectives of the company.

To support the delivery of high quality customer service and customer satisfaction throughout all venues, to directly support both customer retention and increased participation.

2. Responsibilities

- To aid the retention target of fitness members through consistent delivery of the Lincs Inspire fitness standards.
- Assist in the maintenance, set up and clear down of various fitness and non-fitness activities, ensuring the safe handling of any equipment involved.
- On a daily basis ensure the gym and fitness areas are clean and tidy, following cleanliness and hygiene regimes as directed by the Fitness Supervisor. Immediately address any cleanliness incidents that impact on customer enjoyment.
- Interact meaningfully with customers to ensure exercise adherence, and provide support and motivation to all ages and abilities.
- As guided by the Fitness Supervisor, arrange and conduct personal target reviews to ensure customers stay motivated and achieve their goals.
- The post holder is required to assist customers with either generic fitness programmes available within the facilities or their individual fitness programme as developed by the Fitness Instructor or Supervisor. This will include correcting technique and recommending safe limits.
- Have a thorough understanding of all health and safety policies and procedures.

- Maintain full product knowledge of the services available at the various leisure and sporting venues operated by Lincs Inspire, and advise customers accordingly.
- Under the supervision of the Fitness Supervisor/Fitness Manager carry out minor (non-technical) repairs and remedial work to sports equipment as and when necessary. In addition assess equipment safety and suitability, quarantine where necessary if not suitable for use
- Retain good product knowledge/industry trends to assist customers with their use of the venue and workout routines, encouraging maximum usage and customer feedback.
- Provide first aid support, log incidents and fully report such incidents to line management and in accordance with site procedures.
- Be fully conversant with all normal site operating procedures (NOP), emergency action plans (EAP) and all relevant risk assessments.
- Provide the highest standards of customer care, and follow all safeguarding policies and procedures.
- Respond to routine customer concerns/enquiries immediately and seek guidance from line management for more complex or contentious issues.
- Accurately maintain all relevant records/documentation relating health and safety, risk management and operational procedures.
- Undertake such other duties as may be reasonably expected at this level.

3. Accountabilities:

3.1. Delivering Results

- Ensure fitness services and activities are provided on time, to standard and at all times in accordance with procedures and all health and safety requirements.
- Present a positive and professional attitude at all times.
- Fitness based solutions are provided to customers based on both personal and industry knowledge and the promotion the Lincs Inspire fitness programmes inclusive of Group Exercise.

3.2. Managing Resources

- Safe use and storage of equipment will include the deployment of portable fitness equipment, including steps, free weights, mats, weight bars and other group exercise kit.
- Appropriate use of cleaning products, at all times following company/ manufacturer guidelines and instructions for safe operation. Maintaining appropriate cleaning material stock and advising when re-ordering is required.
- As a member of the fitness team, provide alternative cover to support colleagues at other venues in the event of unforeseen absence.
- Ensure any items of lost property left within the gym/fitness area are dealt with in accordance with company procedures as directed by the site's Operations Manager.

3.3. Compliance with Statutory Regulations

- Ensure full compliance with health and safety procedures and policies
- Fully understand and apply all relevant operational procedures and standards, including the safeguarding policy and procedure.

4. Contacts and Communications:

- Maintain good customer relationships with all users of the facilities.
- Provide clear, accurate and concise instructions within fitness areas, to ensure customer safety at all times.
- As guided by the Fitness Supervisor or Fitness Manager oversee fitness activities, at all times ensuring the customer's safe enjoyment and adherence to the maximum class numbers as defined by Operational management.
- Promptly report any accidents, incidents, break-downs or maintenance issues to the Operations Manager/Officer and record all information accurately

5. Decision Making – Planning, Creativity and Innovation:

5.1. Planning

- Ensure Access Control systems are in operation at all times and that only authorised and competent customers are using fitness equipment.
- Undertake thorough cleaning regimes at the appropriate times to avoid customer disruption/complaint. Carry out regular and recorded checks throughout the shift and ensure that any immediate action is taken to retain a clean environment.
- Work within the site based guidelines and timeframes set by the Operations Manager/Officer and in accordance with the facilities opening times and programme times.
- Support business continuity during infrequent and unanticipated incidents and where relevant support a corporate responsibility in the event of local emergencies.

5.2. Creativity & Innovation

- Programmes within facilities are planned and published in advance. Regular reviews are undertaken by line management to ensure they meet customer needs. The post holder is encouraged to provide any customer feedback and make suggestions for improvement.
- Review the progress of all gym/fitness customers and provide innovative solutions to encourage retention and customer's achievement of personal goals.
- Under the guidance of the Fitness Supervisor design and develop individual fitness programmes tailored to customer needs and abilities.

5.3. Decision Making - Discretion

- Implement operational decisions as guided by line management where support will be available at all times
- Respond to routine enquiries directly, however for more complex issues seek management advice, which will be available at all times.

5.4. Decision Making - Consequences

- Ensure the safe set up of equipment and effective running of an activity, to ensure a positive customer experience and at all time to avoid injury or over-exercising
- At all times seek to improve quality of service and customer satisfaction resulting in a positive benefit to the customer and company.

6. Working Environment:

6.1. Work Demands

- The post holder is required to ensure that events, activities and opening times are delivered in accordance with the published timetable. Therefore requiring the post holder to work to defined deadlines.

- In the event of an infrequent service interruption, for example as a result of building/utility failure the post holder will be required to support the Fitness Supervisor/Operations Manager or Operations Officer to redirect services and customers to other venues.
- During any period of unplanned staff absence the post holder may be required to provide short-term cover in any area of the facility and in accordance with company procedures/training received.

6.2. Physical Demands

- Work requiring daily physical effort, including manual handling of equipment, some of which will be specialist in nature, for example, free weights, kettle bells, mats, Swiss balls etc. these may need to be moved daily within the gym area. In addition setting up class equipment such as circuits or spin bikes.
- Required to remain on site throughout a shift at any venue with a pool to ensure full and sufficient cover is available in the event of an emergency, including the provision of first aid cover.

6.3. Working Conditions

- Work mainly in an indoor environment; exposed to background music and noise which is regularly monitored. Based fully in sports and leisure venues, including weekends, bank holidays etc. as part of a rota system. Some element of seasonal working may also apply at some venues.
- Where sauna/spa facilities are available some exposure to heat and humidity.

6.4. Work Context

- Work potentially involves risk to personal safety arising from fitness equipment and the service sector in general which places the post holder in daily direct customer contact. The post holder is required to follow all safe working procedures as provided for all gym/fitness equipment.
- At times customers may get in to difficulty or over-exercise, the post holder is required to remain calm and controlled, applying their knowledge and skills to support the customer to enjoy a safe and healthy workout.

7. Knowledge and Skills	Essential or Desirable	Assessment Method (application/ Interview)
Demonstrates a track record of undertaking work of a similar nature and gaining experience in:		
• Experience gained within a sport and leisure sector	E	A/I
• Working to specific health and safety requirements, routine checks and inspections, cleaning and environmental functions and security requirements	E	A/I
Demonstrates a knowledge of:		
• Leisure and sports sector operations and services.	E	A/I
• Safeguarding children – policies and procedures	E	A/I
• Equality and diversity statutory requirements	E	A/I
Evidence the following skills and abilities:		
• Skills and abilities relevant to the company's key facilities, such as swimming, ice skating, racket based sports and pitch based sports	E	A/I

• Have a good understanding of the benefits sport and leisure can have on people's health improvement and general well-being	E	I
• Excellent oral and written communications skills	E	A/I
• Excellent customer service skills	E	A/I
• Effective use of ICT	E	A
Education and qualifications:		
• Minimum English and Maths GCSE or equivalent.	E	A
• Level 2 Gym Instructor qualification or equivalent	E	A
• First Aid at Work Certificate		
Working Arrangements		
• Required to work flexibly including evening, weekend and bank holiday requirements to meet the needs of the business which operates 7 days per week, 52 weeks per year	E	A
• To be able to access all sites to undertake the duties of this role	D	
• Required to hold a current enhanced DBS disclosure	E	

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