



JOB DESCRIPTION & PERSON SPECIFICATION

Fitness Instructor

1. RESPONSIBLE TO: Deputy Manager (Dry Side) ACCOUNTABLE TO: General Manager

2. ROLE OVERVIEW:

A fitness instructor's role includes planning, instructing and evaluating gym based inductions and on-going client/member programmes. They should also assist more qualified instructors in the delivery of personal training programmes. A fitness instructor should also actively encourage potential clients/members to join adhere to regular exercise programmes, employing appropriate motivational strategies to achieve this.

3. SPECIFICALLY:

3.1 Key Responsibilities

- Collecting and checking information, relating to individual clients
- Analysing information relating to individual clients
- Identifying and agreeing basic short, medium and long term goals
- Planning, instructing and evaluating safe and appropriate gym based exercise sessions.
- Providing one -to-one or group inductions and general exercise programmes, including the introduction to new equipment where appropriate.
- Selecting relevant exercises and designing appropriate programmes which address safety at all times
- Producing suitable programme cards for a range of clients/members
- Suggesting relevant exercise adaptations to allow for individual client differences or needs.
- Using logical and progressive teaching methodologies to introduce a range of exercises in relation to client goals.
- Selecting and/or correctly demonstrating a variety of cardiovascular and resistance training methods that can be used by clients/members.
- Providing clients/members with general advice on how to progress their individual programmes.
- Providing assistance to clients/members at all times in order to correct unsafe technique where required.

- To positively interact and motivate clients/members using appropriate strategies in order to promote retention and adherence to exercise.
- Acting as a positive role model at all times for all clients/members and staff.
- Proactively developing and maintaining high standards of customer care in order to facilitate the retention of clients/members.
- Promoting healthy activities and related strategies for daily living to clients/members.
- Monitoring maintenance schedules and assisting in the upkeep and cleanliness of the environment and all associated gym equipment.
- Working within the parameters given Level 2, recognising the standards and professional limitations that this provides, referring to appropriate members of staff for guidance and support.

3.2 Personal Development

- To ensure that all necessary qualifications for the post are maintained and renewed – NVQ level 2, REPS Level 2 and CPR
- Fully participate and engage in centre based training and on-going assessment of performance.
- Keep abreast of trends and developments within the Health and Fitness industry and discuss own training and development needs with the Fitness Supervisors / Service Manager.

3.3 Other

- To administer First Aid as required if qualified.
- To act in accordance with, and actively promote, FOWLC's policies and standards.
- To undertake any other duties commensurate with the post's level of responsibility.

4. PERSON SPECIFICATION

4.1 Skills

- The ability to effectively promote, market and 'sell' the service and Centre
- The ability to deal with customers and their queries and concerns with tact and sensitivity
- The ability to deliver a high quality service with minimal supervision
- The ability to work as part of a team
- Good written and verbal communication skills and IT literate



- Good literacy and numeracy skills
- The ability to supervise new and casual staff members

4.2 Knowledge

- NVQ Level 2 Fitness Instructor qualification or industry accepted equivalent
- Good understanding of the characteristics and qualities that customers want from leisure / health and fitness centres
- Knowledge of electronic booking systems
- Knowledge of Health and Safety legislation and other legislation in relation to leisure centre operations

4.3 Experience

- Previous experience in busy leisure / health and fitness centres, or working in a customer focused / sales environment
- Experience of dealing with routine administration, membership, booking, and Direct Debit systems
- Experience of simple programme writing for a specific member demographic
- Evidence of achieving results and making a difference to customers.

4.4 Behaviours

- A dynamic individual with a 'can do', results driven approach and attitude
- An appreciation of, and commitment to, the distinctive community focused culture and philosophy of the organisation
- Demonstrates trust, openness and respect in dealings with people
- Flexible approach to tasks and workload
- The ability to work as part of a team, and to continue with own responsibilities
- Proactive in making suggestions for service improvement in own area and across the centre

4.5 Other

- Able to work unsocial hours
- Ability to work flexible shift patterns e.g. morning shifts, evening shifts and weekends