

## Job Description

**Job Title:** Gym Instructor and Multi Facility Role

**Responsible to:** Health and Fitness Manager

**Grade** 2

**Job Purpose:**

This is a multi task role to allow a consistent approach to ensure that excellent customer service is delivered at all times throughout the facility. The postholder will be required to undertake a variety of tasks which will be in addition to the tasks of the core role to plan, deliver and monitor the provision of high quality programmes to support gym members.

Tasks could also include exercise referral duties, Sports Attendant duties, lifeguarding duties, membership appointments, ice facility duties, reception duties and covering classes as and when required. To meet the requirements of the role, qualifications will be pursued and training and support will be provided over time.

**What's expected of you**

We recognise that our team members are at the heart of everything we do. We want to ensure that we recruit the right people and develop them in line with our values of People Centred, Ambitious, Respect, Team Spirit and Integrity. We believe that our values are instrumental in the way we carry out our business and behave each day. The duties and how we expect you to carry out this role are listed under each of the following values.

**People Centred – People are at the centre of everything we do**

You will:

- help create an environment which consistently generates exceptional experiences for communities, customers and team members.
- provide instruction, information, assistance and motivation to all members, gym users and fitness class users ensuring that they are able to gain the maximum benefit from their sessions
- assist in executing our Team First culture across the Charity including the consistent application of team standards and values.
- exude a can do, approachable attitude for all team members and customers.
- go the extra mile to help a customer or colleague in your own or another team.
- monitor and supervise gym members ensuring their safety and the use of correct techniques when exercising.
- carry out inductions, fitness testing, programme creation and development, while assisting and motivating all members ensuring they receive the maximum benefit from their membership.
- supervise, programme and induct participants who are participating in the Junior Gym programme for 12-15 year olds.
- build and develop good working relationships and networks with external and internal

partners.

- be responsible for the overseeing and general safety of the public, ensuring that all safety features and devices are operating correctly.
- be a point of contact for customers and visitors, ensuring their safe use of equipment and advise on Sports Village opening times and charges.
- Educate members on using the technology available to help enhance their customer experience
- Provide small group training classes and fitness classes in the gym and studios as scheduled by the Health and Fitness Manager

### **Ambitious – Pushing ourselves to be at the top of the game every time**

You will:

- learn and develop new skills to maximise your potential and to enhance the operational experience.
- Participate in sports exhibitions and displays including the assembly and dismantling of equipment
- bring your ideas to your manager on how we can do things better whether it's something to improve you, your team or the wider business.
- attend specified training and take personal responsibility to address areas for improvement.
- achieve and maintain an exceptional level of customer service in accordance with Active Stirling's brand standards ensuring that members have a positive experience.
- become familiar with and work towards completing training to carry out induction and analysis of individuals who are part of local schemes or user groups including target groups such as older people and people with disabilities.
- keep up to date with new techniques and attend regular training as required, while being responsible for identifying personal development areas.
- achieve and exceed agreed key performance indicators (KPIs) as set out by the Health & Fitness Manager.

### **Respect – Everyone counts**

You will:

- treat others as you'd like to be treated and be mindful of their opinions.
- achieve and maintain an exceptional level of customer service in accordance with Active Stirling's Brand Standards ensuring members have a positive experience
- achieve and maintain an exceptional level of customer service in accordance with Active Stirling's Brand Standards ensuring members have a positive experience
- act in a courteous and professional manner to all team members and customers at all times resolving issues when possible or highlighting any problems to management and make suggestions for improvements.

### **Team Spirit – By working together, we work better**

You will:

- be a true team player displaying a positive attitude and cooperation across the Charity.
- welcome new team members and help them with anything they're unsure of.
- set-up and dismantle all equipment required for individual and groups events within the
- provide fitness class back-up where required
- assist the Health & Fitness Manager in the implementation of internal marketing schemes

to retain current members and provide a quality service

- attend staff meetings in order to create an open network of communication, to engage in the review of procedures and development of working practices within the Sports Village
- cover fitness classes at short notice on shift if necessary
- assist reception and membership staff wherever possible and, if required, provide tours of facilities and information to prospective members

### **Integrity – We do what we say we'll do**

You will:

- demonstrate our team standards and hold people accountable to the team standards.
- be honest and trustworthy in all that you do, following through on all tasks given to you.
- achieve and maintain a high level of cleaning and maintenance in accordance with Active Stirling's brand standards and be responsible for cleaning gym equipment, fitness testing equipment and the gym area.
- have an exceptional working knowledge of the Normal Operating Procedure and Emergency Action Plan and you'll adhere to Health and Safety Legislation and Active Stirling's Safety Policy.
- Any other duties considered appropriate for this post
- carry out safety/maintenance checks and report on the condition of equipment and facilities in order that quality standards and safety are maintained
- act appropriately in emergency situations, including the provision of first aid, and following procedures and reporting arrangements
- conduct and complete daily maintenance checks of the equipment and report any faults or issues to the relevant people
- Build / develop good working relationships and networks with external and internal partners

### **Working Hours**

Working a variety of shifts typically 5 days over 7 days to cover across different facility opening hours from 6am - 10pm Mon – Fri; 7am – 8pm on Sat and 8am – 8pm on Sun.

Working across all Active Stirling sites including Stirling Sports Village, Raploch Campus and Stirling High School.

### **Additional comments**

Every job description in the organisation will be subject to a review either:

- on an annual basis at the time of the annual appraisal meeting, or
- as a result of a change in strategic direction, or
- as a result of a team/ operational requirements, or
- as a result of agreed performance appraisal needs and objectives, or
- within six months of appointment.

## Personal Profile

### Experience & Qualifications:

- Minimum SVQ level 2 gym instructors qualification
- Exposure to the gym environment with the understanding of the operation of a busy gym
- Ability to work on own initiative
- Ability to motivate others
- Ability to work effectively as a team member
- Proven ability of working to a high standard

### Desirable:

- National Pool Lifeguard Qualification
- Coaching qualification
- Swimming teachers qualification
- Working in an ice environment
- Working in reception environment
- Cash handling
- Operating MRM or another booking system
- Experience in using microsoft office
- Group Fitness Instructor or other relevant fitness qualification
- Experience in a similar area of work

### Skills and Personal Qualities:

- Excellent written and verbal communication skills
- Good organisational skills.
- Good interpersonal skills.
- Willing to learn new skills
- Experience of using Microsoft Office, including Word, Excel and PowerPoint
- An open-mind and a 'can-do' attitude

## Job Dimensions:

### Structure:

