

JOB DESCRIPTION

Job Title	Fitness Coach
Job Reference Number	L2150
Closing Date	Friday 22 October 2021
Interview Date	TBC
Location	Your Trust Leisure Centres
Pay Band	Band 2, £17,190 / £8.91 per hour
Hours of Work	16 hours per week
Accountable To	Fitness Manager
Accountable For	Not Applicable
Special Conditions	The post-holder is expected to be flexible to ensure that the needs of the business are met at all times and evening, weekend and Bank Holiday working will be required as directed by the service. All positions are subject to a DBS Check appropriate to the role.

1. PURPOSE AND OBJECTIVES OF THE JOB

The purpose of the job is to provide a professional, efficient and high quality service to customers of Your Trust. This includes enhancing the member experience in the gym by delivering inductions, programmes and reviews, by delivering studio based group exercise classes, by adhering to Your Trust brand standards and by increasing and maintaining the fitness membership base of the centre.

In addition the role has the ability to directly link to Personal Training and provide an opportunity to build a successful business.

2. PRINCIPAL DUTIES AND RESPONSIBILITIES

- a) To support potential new members by carrying out tours of the club and help them sign up through the online joining portals;
- b) To deliver Welcome Meetings to new members and Connect Meetings to existing members;
- c) To deliver inductions, reviews and programmes to members;
- d) To onboard members onto our digital platform and recommend wearables devices and fitness apps;
- e) To teach a variety of studio based group exercise classes;
- f) To ensure the cleanliness and maintenance of the centre and its equipment;

- g) To encourage members to take part in gym challenges and gym floor classes;
- h) To help and advise members on achieving their goals and devise individual programmes;
- i) To meet, greet and interact with members and non-members;
- j) To be on the move – our staff don't hang around in the gym as they are expected to be interacting, supporting and adding value to members membership;
- k) To be polite, friendly, courteous and helpful at all times and deal with basic enquiries from customers and members of the public appropriately;
- l) To undertake other such duties and responsibilities of an equivalent nature as may be determined by your Line Manager including providing cover as necessary in the absence of staff;
- m) To work at other Your Trust venues as required to which advance notice and training will be provided if required;
- n) To wear the Your Trust issued uniform and ID badge at all times and to ensure the uniform is kept presentable.

3. SECONDARY DUTIES AND RESPONSIBILITIES

- a) Data Quality - To ensure that Your Trust policy and procedures in respect of Data Quality are adhered to consistently and at all times in respect of any data collected or used in the planning and delivery of services.
- b) Equality & Diversity - To work in accordance with Your Trust policy and procedures relating to the promotion of equality and diversity and to ensure that these are effectively and pro-actively applied in the delivery of all facilities and services.
- c) Health, Safety and Welfare - To be responsible for the health, safety, and welfare of self and other persons who may be affected by job holder's actions or omissions whilst at work. Additionally, be responsible for maintaining and implementing the requirements of the Health and Safety at Work Act and for the execution of any duties and responsibilities attached to the job within the company's health and safety policy and procedures. A high standard of personal hygiene and personal presentation is required at all times.
- d) Performance Management - To promote and practice a performance management culture within all facilities and services, including the setting and achieving of team and individual performance targets and the implementation of robust monitoring, evaluation and reporting systems.

- e) Relationships - To promote positive working relationships with all internal and external parties.
- f) Training and Development - To participate in any training initiatives in relation to the duties of the post and ensure that personal qualifications are kept valid via attendance on training as provided by the service as reasonably practicable.

PERSON SPECIFICATION

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Job Reference Number	L2150

Note to Applicants

The **Essential** criteria are the qualifications, experience, skills or knowledge you must show you have to be considered for the job.

The **Desirable** criteria are used to help decide between candidates who meet all the Essential criteria.

If the **How Identified** column says Application Form you must include in your application information to show how you meet the criteria using examples from paid/voluntary work or Education.

Qualifications and Experience	Essential / Desirable	How Identified
Hold REPS Level 2 or equivalent	Essential	Application Form / Interview
Experience of dealing with customers and working in a gym environment	Essential	Application Form / Interview
Hold Emergency First Aid or demonstrate commitment and ability to achieve within 3-6 months	Essential	Application Form / Interview
Recognised Group Exercise Class Qualification or demonstrate commitment and ability to achieve within 3-6 months	Essential	Application Form / Interview
Qualified to GCSE Grade D or above in Maths and English	Desirable	Application Form
Qualified to Level 2 or equivalent in a Sport, Leisure or similar subject	Desirable	Application Form

Skills and Knowledge	Essential / Desirable	How Identified
Ability to develop positive relationships with stakeholders, partners and members of the public	Essential	Application Form / Interview
Friendly, outgoing person who likes to work with different clients	Essential	Application Form / Interview
Ability to follow laid down procedures, work under pressure and without constant supervision	Essential	Application Form / Interview
Knowledge of delivering new membership sales and developing and delivering lead generation plans	Essential	Application Form / Interview
Able to motivate members to achieve their goals	Essential	Application Form / Interview
Confidence and ability to teach high quality group exercise classes	Essential	Application Form / Interview

Skills and Knowledge	Essential / Desirable	How Identified
Ability to work within a team with common objectives	Essential	Application Form / Interview
Excellent communication; both oral and written and excellent interpersonal skills	Essential	Application Form / Interview
Excellent time management skills	Essential	Application Form / Interview
Awareness of health and safety	Desirable	Application Form / Interview

Special Working Conditions	Essential / Desirable	How Identified
Able to work flexibly including weekends, evenings and Bank Holidays	Essential	Application Form / Interview
Demonstrate commitment to Your Trust Values of Curiosity, Passion and Trust	Essential	Application Form / Interview
High standards of personal presentation and appearance	Essential	Interview
Full UK driving licence	Desirable	Application Form / Interview

Post Holder Name	
Post Holder Signature	
Date	

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Completed By: Director of Operations