

ROLE PROFILE & PERSON SPECIFICATION

FITNESS CLASS INSTRUCTOR

1. **RESPONSIBLE TO:** General Manager through Service Manager / Health and Fitness Lead and Fitness Class Lead

2. **ROLE OVERVIEW:**

- The Fitness Class Instructor is responsible for the provision of excellent customer services in relation to the studio and fitness classes in various locations. Examples of areas include
 - Meeting and greeting all customers in the class
 - Delivering a safe and effective fitness class
 - To comply with the Better Fitness Class look and feel
- Working in partnership with all our instructors, centres managers and centre staff within the designated centres
- Key responsibilities are the safe and effective delivery of the fitness class as advertised

3. **SPECIFICALLY**

3.1 **Principle Responsibilities**

Customer

- Maintain a good and positive image of the centre to customers by providing welcoming, helpful and professional services
- To comply with the commitments outlined in the Customer Charter ensuring that standards are maintained and stipulated.
- To ensure the safety and control of customers within the centre and that all relevant regulations applicable to the centre operation are enforced and complied with
- To assist customers with use of the facilities and activities and to encourage maximum use of the centre
- To actively encourage bookings of the centre facilities and activities and to enquire in person and on the telephone and via the website communication new ventures and suggesting appropriate activities to potential customers

Health and Fitness

- To supervise all customers taking part in fitness classes ensuring that all classes are completed in a manner consistent with safe and working practice
- To prepare areas and equipment for sessions as and when required
- To ensure all internal and external marketing promotions are followed to GLL policies
- To undertake specialist classes and cover classes complying with the fitness class look and feel
- To encourage all customer to cross training their fitness programme to ensure minimal hot spots and routine with the customers training regime
- To carry out routine monitoring and basic repair maintenance of equipment and fittings as required, logging all major faults and repairs in the correct way
- To undertake cleaning of the premises and equipment ensuring the highest possible standards are maintained

- To be accountable for retention within the centre
- To activity interact with all customers in the leisure centres and not just the customers in fitness classes

Business /Financial Management

- To maintain all good housekeeping systems
- Maintain all appropriate records and systems

3.2 Personal Development

- To ensure that all nationally recognised qualifications for the post are maintained and renewed
- Fully participate and engage in Health and Fitness training and centre based training and on-going assessment of performance
- Keep abreast of trends and developments within leisure and health and fitness, and discuss own training and development needs with their line manager

3.3 Other

- To act in accordance with, and actively promote all GLL policies and standards
- To undertake any other duties commensurate with the post's level of responsibility

4. KEY WORKING RELATIONSHIPS

- General Manager, Health and Fitness Manager and Fitness Class Lead including overall performance of Fitness Classes within the centre
- To undertake any other duties commensurate with the post's level of responsibility

5. PERSON SPECIFICATION

THE AIM OF GLL IS TO RECRUIT PEOPLE NOT JUST FOR JOBS BUT FOR LONG TERM CAREERS. WE WANT "BETTER PEOPLE" WITH THE RIGHT GLL BEHAVIOURS TO SUPPORT OUR BUSINESS AND WHO WILL GROW WITH US AND "ACHIEVE MORE"

FOR THESE REASONS, WE LOOK FOR EVIDENCE OF THE FOLLOWING BEHAVIOURS IN ALL POTENTIAL AND EXISTING STAFF LOOKING FOR APPOINTMENTS OR PROMOTIONS:

BELIEVE

- Demonstrates self-belief
- Shows integrity
- Committed to service excellence
- Engages with 4 pillar values

ACT

- Continuously developing
- Results driven
- Positive 'can-do' attitude
- Makes a difference

ENGAGE

- Team player
- Great communicator
- Leads and inspires others
- Cares about our communities

The Job demands the following blend of knowledge, skills, experience and behaviour (all are essential, unless shown otherwise, and will be assessed by Application Form and / or Interview / Assessment):

6.1 Skills

- The proven ability to lead by example, motivate a team and achieve results through people.
- The ability to persuade and influence staff at all level
- The ability to produce results to demanding deadlines and work on a number of key issues simultaneously, prioritising effectively
- Excellent written and verbal communication skills and IT literate
- To undertake any other duties commensurate with the post's level of responsibility

6.2 Knowledge

- Level 2 Exercise to Music, or Level 3 Yoga or Pilates
- Through knowledge of both leisure centre and regional operations programming and financial management
- Knowledge of key performance indicators and their application and how they can be used effect improvement
- Up to date knowledge of developments in leisure, fitness and health
- Understanding of business monitoring

6.3 Experience

- Experience in busy leisure / health and fitness centres, or working in a customer focused environment
- Delivery of excellent service quality
- Evidence in achieving results and making change happen through class delivery and influence in a team

6.4 Behaviours

- A dynamic individual with a 'can do', results driven approach and attitude
- An appreciation of, and commitment to, the distinctive culture and philosophy of GLL
- Demonstrates trust, openness and respect in dealings with people
- Flexible approach to task and workload

6.5 Other

- Able to work unsocial hours
- Ability to work flexible shift patterns
- Society member (internal candidates only)