

## **Job description – Fitness Instructor**

### **Organisational details**

YMCA East Surrey  
YMCA Sports and Community Centre  
Princes Road  
Redhill  
RH1 6JJ  
T 01737 779979

YMCA East Surrey (YMCAES) is a charitable company limited by guarantee and also a registered provider of social housing. Charity registration no. 1075028  
Company registration no. 03716594  
Registered provider no. 4854

Post to be based at the above address.

### **Directorate: Health and Wellbeing**

### **Responsible to: Fitness Manager**

### **Responsible for: N/A**

### **Job purpose:**

To support people of all ages and abilities to exercise safely and effectively in the YMCA Inclusive Fitness Gym, to design personal exercise programmes, carry out inductions and contribute to the smooth running of the fitness facilities.

### **Main responsibilities:**

The Fitness Instructor will support the work of the YMCA in meeting the needs of the local community, by providing assistance and support, including:

- ▶ Making all visitors and users of the gym feel valued and welcomed;
- ▶ Carrying out Gym Inductions, Personal Training (where appropriate); Small Group Training programmes and to take members through exercise programmes appropriate to their needs;
- ▶ To be visible on the gym floor for members' peace of mind. Giving encouragement and offering advice to users to ensure they exercise safely and effectively;
- ▶ To provide suitable exercise and, where necessary, adapt exercise programmes to meet the needs of gym users with disability, learning difficulties or long-term ill health and to provide such users with appropriate advice and supervision;
- ▶ To follow a designated gym cleaning matrix ensuring all equipment, the gym floor and changing room's cleanliness is maintained to a high standard;
- ▶ To tour prospective members and signpost users to our Direct Debit memberships, Personal Training, Small Group Training and Nutrition programmes;
- ▶ Checking equipment regularly for safety and maintenance purposes;
- ▶ Ensuring class equipment is ready on time and put away afterwards as and when required;
- ▶ To open and close the gym and/or building, depending on shift, and ensure the security of the area;

- ▶ To liaise with Managers and fellow Fitness Instructors on hand over End of Shift Report;
- ▶ To provide occasional gym and class cover for annual leave sickness etc. when required;
- ▶ To occasionally take payments for activities using the leisure management system, and provide support to prospective members using Join@Home and the app for the first time;
- ▶ To help promote YMCA Active services across our social media platforms;
- ▶ To ensure Health & Safety procedures are followed, i.e. fire evacuation, safety of facility users, assisting with any accidents that occur and giving first aid if needed;
- ▶ To follow YMCA safeguarding policy to ensure that vulnerable adults and young people are properly protected.
- ▶ To comply at all times with YMCA East Surrey legal, contractual and regulatory responsibilities in relation to the above duties and role of Fitness Advisor.
- ▶ Undertake other delegated tasks and responsibilities that fall within your capabilities as and when required by the Fitness Manager and senior management;

There will be opportunities for the Fitness Advisor to make additional income through Personal Training and Duty Officer responsibilities on top of their contracted hours.

## **Discretion to act**

Long-term decisions and strategic changes will be made by the Health and Wellbeing Manager and CEO. You will be line managed by the Fitness Manager.

## **Relationships**

You will interact with full-time and part-time YMCA staff and service users, in providing services and information on behalf of the YMCA. The Health and Wellbeing Manager has overall responsibility for the Fitness team.

## **Environment**

YMCA East Surrey is an independent charity, affiliated to the National Council of YMCAs, that has been responding to local need since 1870. Our aim is to help individuals to reach their full potential, especially those who are vulnerable or face disadvantage.

YMCA East Surrey operates primarily in Reigate and Banstead but also offers services in Epsom and Ewell, Mole Valley, Tandridge and West Sussex. Our main centres are:

- ▶ YMCA Sports and Community Centre, Redhill
- ▶ YMCA Sovereign Centre, Reigate
- ▶ YMCA Hillbrook House, Redhill
- ▶ YMCA Young People & Family Centre, Horley
- ▶ YMCA Phoenix Centre, Tadworth
- ▶ YMCA Merstham Pre-school, Merstham
- ▶ YMCA Supported Move-On housing in Horley, Merstham & Redhill

Our friendly team of over 300 staff and volunteers deliver services and projects across four main areas:

### Children and Young People

- ▶ Childcare & Recreation - After School Club, Holiday Club, Recreational activities, Preschools, Crèche and Children's Parties

- ▶ Disability Services - Yippee and Yip4Youth short break services, LifeWorks sports and social activities, Face2Face parent befriending
- ▶ Emotional Wellbeing & Mental Health – Heads Together Counselling, Children’s Wellbeing Practitioners, Community Wellbeing Team, WAVES youth group, Y’s Girls mentoring
- ▶ Youth & Family Services - YMCA Horley Young People & Family Centre, Youth clubs, Early Help, Street-based youth work

## Health and Wellbeing

- ▶ Inclusive fitness gym and group classes
- ▶ Disability sport
- ▶ Exercise Referral classes for adults with health conditions or rehabilitating from injury or illness
- ▶ Health Promotion services incl. NHS Health Checks, weight management sessions and free guided health walks
- ▶ Challenge fundraising events incl. large community events such as the annual YMCA Fun Run and Santa Run

## Housing Services

- ▶ YMCA Hillbrook House, supported accommodation for homeless young people
- ▶ NextStep, a rent deposit guarantee scheme assisting families and individuals at risk of homelessness into sustainable, private rented accommodation
- ▶ Move-on accommodation for young people as a step towards independent living

Please visit our website or read our annual review for more information about YMCA East Surrey’s work in the community. [www.ymcaeast Surrey.org.uk/annual-review](http://www.ymcaeast Surrey.org.uk/annual-review)

## Terms and conditions

**Hours of work** – 30 hours per week. To be worked on a three-week rolling shift rota covering mornings, evenings and one weekend. Additional hours / overtime to provide cover and personal training will be available.

**Salary** – £16,738.80 (£10.73 per hour)

**Annual Leave** – Four weeks (pro-rata) plus bank holidays. Holidays increase after two years’ service to a maximum of five weeks pro-rata after six years’ service. The holiday year runs from 1 April to 31 March each year.

**Benefits** - The post holder will be entitled to free use of the YMCA East Surrey fitness centre in Redhill and half price YMCA childcare for dependents. There is free parking available at the Sports and Community Centre. YMCA East Surrey also operates a Cycle to Work Scheme.

**Pension** - There is a YMCA East Surrey pension scheme - details available on request.

## Closing date and interviews

The closing date is 30<sup>th</sup> January 2024 at 9am.

Interviews will be held on 2<sup>nd</sup> February 2024.

**Person specification**

**Qualifications, training and understanding**

Essential	Desirable
Level 2 Fitness Instructor qualification	First Aid
	Level 3 Personal Training

**Experience**

Essential	Desirable
Customer service experience.	Minimum of 2 years' experience working in a similar role within the Fitness industry. Experience of working with young people, or people with a disability or health problems.
	Experience of acting as a Duty Officer
	Handling of cash

**Abilities, skills and attitude**

Essential	Desirable
Passionate about sports and fitness	Knowledge of membership systems
Excellent communication skills, written and verbal and be a team player contributing to team practice.	Ability to monitor and improve service standards.
Ability to problem solve finding appropriate solutions.	
Effective one to one skills in working with service users.	
Ability to use own initiative, managing time effectively and prioritising conflicting demands for self and others.	
Competent computer skills –e.g. Word, Excel, Access, Outlook.	
To develop and maintain good working relationships.	
Excellent interpersonal skills with a good level of written and communication skills	
Ability to adapt working style to the different needs and levels of people, volunteers and other workers.	
Ability to act independently, absorb knowledge and use own initiative.	
Ability to collaborate with a pragmatic approach and take personal ownership.	



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Good time management skills and the ability to prioritise and manage several competing priorities.	
Pro-active and professional with a strong customer focus and a genuine desire to achieve excellence	
Willingness to undergo training	
Applicants must be fully supportive of the Association's Aims and Purposes	