

JOB DESCRIPTION

Job Title:	Fitness Instructor
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:	<p>The Fitness Instructor will support the work of the YMCA in meeting the needs of the local community, by providing assistance and support, including:</p> <ul style="list-style-type: none"> – Making all visitors and users of the gym feel valued and welcomed; – Carrying out gym Inductions, Personal Training (where appropriate); small group training programmes; group exercise classes 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 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's legal, contractual and regulatory responsibilities in relation to the above duties and role of Fitness Instructor. – Undertake other delegated tasks and responsibilities that fall within your capabilities as and when required by the Fitness Manager and senior management; <p>There may be opportunities for the Fitness Instructor to make additional income through Personal Training and Duty Officer responsibilities on top of their contracted hours.</p>

PERSON SPECIFICATION: Fitness Instructor

		Essential	Desirable	How measured (application, assessment, interview)
Qualifications, Education & Training:				Application and certificates
	Fitness Instructor level 2	X		Application
	Fitness Instructor level 3		X	Application
	Basic H&S knowledge, including COSHH, manual handling	X		Application
	First Aid		X	Application
	Fire Warden		X	Application
Experience				
	Experience of working in a customer facing environment	X		Application/Interview
	Experience of working with people with additional needs		X	Application/Interview
	Previous experience of working in a Leisure Centre		X	Application/Interview
	Experience of acting as a Duty Officer		X	Application/Interview
	Handling of cash		X	Application/Interview
Abilities, skills and attitude				
	Passionate about sports and fitness	X		Application/Interview
	Willingness to learn	X		Application/Interview
	Excellent customer service skills and the ability to resolve complaints and deal with conflict	X		Application/Interview
	To work on own initiative and sometimes under pressure	X		Application/Interview
	Flexible approach and able to work responsibly without close supervision	X		Application/Interview
	Able to prioritise conflicting demands with good humour	X		Application/Interview
	Reliable and show good time-keeping	X		Application/Interview
	Willingness to undergo training			Application/Interview
	Ability to carry out basic tasks on a computer or hand-held device	X		Application/Assessment
	Knowledge of membership systems		X	Application/Interview
Other requirements	Subject to a satisfactory Enhanced (with Barring) DBS disclosure	X		Application, DBS disclosure
	Commitment to the values, aims and mission of YMCA East Surrey	X		Application/Interview
	Understanding and commitment to equality, diversity and inclusion for staff, services users and stakeholders	X		Application/Interview
	Ability to work flexible hours – including early mornings on weekdays from 06.45, and evenings to 21.15 and weekends (Saturday and Sunday) 07.45 to 17.15.	X		Application/Interview

