

EXETER CITY COUNCIL

Job Description

JOB TITLE	: Fitness Instructor
GRADE	: E
POST NO	:
DIRECTORATE	: Culture, Leisure & Tourism
UNIT	: Culture, Leisure & Tourism
REPORTS TO	: Operational Manager Duty Manager
RESPONSIBLE FOR	: N/A
LIAISON WITH	: Operations Manager, Contract Fitness Manager, Leisure Centre staff

MAIN PURPOSE

To ensure the safety & enjoyment of everybody using the health & fitness facilities whilst promoting excellence of customer service & motivating people to enjoy exercise through good communication & selling skills

MAIN DUTIES & RESPONSIBILITIES (MDR)

1. To work as part of a team on a shift rota system to undertake the daily operations of the facilities, ensuring facilities are clean, tidy & well maintained at all times.
2. To undertake maintenance work as required.
3. To undertake Inductions, Fitness Assessments & Personal Programmes in accordance with our brand.
4. To be aware of all Health & Safety issues within the centre, and specifically the Fitness & Health facilities, and to constantly implement & assess the procedures, drawing attention to unsafe practises.
5. To guide, care for and assist all fitness users especially in areas of motivation, well-being, nutrition and fitness testing.
6. To work as part of a team to achieve income & sales targets for the Fitness & Health facilities.

7. To make sure all equipment & facilities are safe and secure when not in use.
8. To deliver group exercise classes as and when required.
9. To operate the public address systems, telephones & computer booking system.
10. To undertake any other duties as may be required to assist in the running of the centre.
11. To assist with the development of Exeter Live Better as a place based brand, whilst also ensuring additional Council branding and guidelines are adhered to at all times.
12. Work closely where required with our partners in Live and Move (Exeter City Council) on joint strategic projects and communications.
13. To undertake any other duties which are commensurate with the role in support of Exeter's place based brand 'Exeter Live Better'.

DATE LAST UPDATED: March 2021

Person Specification

JOB TITLE : Fitness Instructor

GRADE : E

POST NO :

SERVICE : Culture, Leisure & Tourism

UNIT : Culture, Leisure & Tourism

Qualifications & Knowledge

Criteria	Essential/ Desirable (E/D)	Method of Assessment
NVQ Level 2 in Health & Fitness	E	A, C, I, R
NVQ Level 2 in Customer Service	D	A, C, I, R
NPLQ Level 3 in Personal Training	D	A, C, I, R
First Aid at Work Certificate	D	A, C, I, R
Exercise to Music	D	A, C, I, R
Working knowledge of health and safety best practice and legislation in leisure facilities	D	A, C, I, R

Special Requirements & Skills

Criteria	Essential/ Desirable (E/D)	Method of Assessment
Able to travel and work at other sites, mostly within the city	E	A, I, R
Able to cover sickness and leave, often at short notice	E	A, I, R
Flexible and able to work under pressure	E	A, I, R
Hold a full UK driving license	E	A, I, R

Other

Criteria	Essential/ Desirable (E/D)	Method of Assessment
Experience of working in a Fitness & Leisure Environment	E	A, I, R
Experience of working within a Health Suite Spa	D	A, I, R

Criteria	Essential/ Desirable (E/D)	Method of Assessment
Experience in delivering Group Exercise classes	D	A, I, R
Experience in delivering personal programmes	E	A, I, R
Experience working in a customer facing environment, providing the highest levels of customer care	D	A, I, R
Experience in using Microsoft computer programmes	D	A, I, R

CATEGORY: **A:** Application, **C:** Certificates, **T:** Testing, **I:** Interview, **R:** References.

DATE: March 2021