

TENDRING DISTRICT COUNCIL

JOB DESCRIPTION

Job Title: Fitness Instructor

Post No: 10001184

Department: Place and Economy – Economy, Culture & Leisure **Grade:** 2-3

Reporting to: Ass. Manager - Group Fitness & Retention and Group Fitness Supervisor

1. MAIN PURPOSE OF THE ROLE

To provide the service to members within the fitness centre and studio. A fitness instructor's role includes instructing, planning and teaching. Fitness instructors should actively promote regular exercise programmes to support a healthier lifestyle within safe parameters. They should also assist more qualified instructors in the delivery of dedicated programmes.

2. PRINCIPAL ACTIVITIES

- To undertake booked one to one and group inductions and programme reviews to identify basic short, medium and long term goals for new and existing members into the Fitness Suite according to qualification.
- Select relevant exercises and design appropriate programmes which address safety at all times. Ensuring members are introduced to new equipment where applicable and allowing for individual member differences or needs.
- Provide demonstration of a variety of cardiovascular and resistance training methods and assistant members at all times in order to correct unsafe techniques where required.
- To review members' PARQ information, ensuring all Health Screening checks are carried out professionally.
- To be responsible for the marketing programmes such as the GP Referral programme and promoting healthy activities and related strategies for daily living to members.
- To teach classes whilst on shift if required to meet the business needs. For which no extra remuneration will be payable.
- Positively interact and motivate members by assisting with retention initiatives, including follow up appointments to ensure retention of customers.
- Collecting and checking information relating to individual members for data reporting purposes.
- Liaise with referral teams according to qualification if required.
- To be responsible for cleaning duties involving regular general cleaning.
- To monitor maintenance schedules and complete maintenance tasks to ensure that all gym equipment is kept in good working order. To report all faults and damage to equipment in the fitness suite via the contractor portal.
- To assist in the public relations outreach and forthcoming promotions related to the fitness events programme.
- Assist with retention initiatives as per the plan and deliver a high standard of customer service to members.
- Correlate attendance and retention data, analysing information relating to individual members.

- To work within a flexible shift rota.
- To retain first aid qualification and deal with emergencies or incidents within the Centre as they arise. To record such events and inform the Centre Manager.
- Working within the parameters given Level 2 or Level 3 qualification, recognising the standards and professional limitations that this provides, and referring to appropriate staff members for guidance and support for other specialities.
- Working within parameters given GP referrals qualification. To be responsible and co-ordinate communication with referred GP Clients and undertake consultations, inductions and programme reviews of those referred to the facility. At times be a single point of contact for key partners.
- To work at other Tendring District Council Sports Facilities as and when required.
- Other duties may be required from time to time to assist in the efficient operation of the department.

3. CORPORATE RESPONSIBILITIES

Communicate with customers, other departments, including Finance and Human Resources and outside organisations if instructed by the Centre Manager. The work is varied and may involve changing rapidly from one task to another during the working day often under pressure and to deadlines.

The post holder should work under their own initiative and be expected to organise and supervise staff under their control. The post holder will be required to train staff under his/her supervision.

Work to attain optimum performance in service delivery within their area of responsibility.

Seek the advice of the Centre Manager on difficult or contentious decisions.

The post holder will be required to work on a shift rota basis, outside of normal working hours including evenings, weekends and bank holidays. They will also be required to cover for periods of sickness and annual leave, sometimes at short notice in order to meet the needs of the business.

Assist the Centre Manager to maintain a constant focus on service improvement within the department seeking continuous improvement in reducing costs and increasing efficiencies.

To maintain high standards of personal integrity through upholding the ethical standards and values of the Council, promoting and defending equal opportunities, building diverse teams and encouraging organisational and individual responsibility to the community and the environment.

Manage change effectively and creatively; respond to complex and changing situations by use of creative problem solving and bring new thinking, delivery mechanisms and solutions to the organisation.

Promote co-operation across the council and with others. Develop and maintain effective relationships with partners and other external bodies and use these relationships to continually improve service delivery and to promote the community of Tendring.

Continually promote the Council's core values and ensure that these are reflected in everything that the Council does. Act as a role model of excellent performance, espousing the Council's values, and inspire others to achieve and deliver excellent service.

You are required to promote, apply and adhere to the Council's HR and ICT policies, procedures and schemes, financial and contract regulations, delegated powers, the Data Protection Act and the Freedom of Information Act.

4. HUMAN RESOURCE MANAGEMENT

Attain optimum performance in service delivery through the effective recruitment, development, retention and motivation of employees.

Ensure Sports Facilities staff are managed effectively and appropriately, allowing them to give of their best and continually striving to improve performance and delivery targets.

Take all possible reasonable steps to create a harmonious working environment using consultation, effective staff communication through team briefings and team working techniques.

Ensure compliance with Health & Safety and other relevant legislation across the department.

5. SPECIAL CONDITIONS

- You must keep up to date with and implement any changes insofar as they apply to your role be they new or amended legal requirements, internal and external policies or any Council or delegated decisions.
- You must be prepared to work at any Sports Facility, including seasonal facilities, as required in order to meet the requirements of the Organisation.

This job description is a guide to the duties the post-holder will be expected to undertake. It is neither exhaustive nor exclusive and will be changed as working requirements dictate.

TENDRING DISTRICT COUNCIL

PERSON SPECIFICATION

Job Title: Fitness Instructor

Post No: 10001184

PROFESSIONAL & TECHNICAL DEVELOPMENT

It will help the assessment of your application if you ensure it addresses how you meet each of the requirements set out in this document. If appropriate, please set out the actions you are willing to take to close any gaps.

- Minimum Level 2/3 Fitness Qualification
- GP Referral Qualification
- Health Referral related Qualification such as Diabetes & Cancer rehab
- CIMSPA Accreditation
- Basic First Aid Qualification
- Regular and recent CPD's
- Exercise to music or exercise class instruction qualification
- BTS Qualifications or the ability to gain the qualifications

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selection decision:

2.1 Working with People

- a. Demonstrates an interest in and understanding of others
- b. Adapts to the team and builds team spirit
- c. Recognises and rewards the contribution of others
- d. Listens, consults others and communicates proactively
- e. Supports and cares for others
- f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses

6.2 Delivering Results and Meeting Customer Expectations

- a. Focuses on customer needs and satisfaction.
- b. Sets high standards for quality and quantity.
- c. Monitors and maintains quality and productivity.
- d. Works in a systematic, methodical and orderly way.
- e. Consistently achieves project goals.

6.3 Following Instructions and Procedures

- a. Appropriately follows instructions from others without unnecessarily challenging authority
- b. Follows procedures and policies
- c. Keeps to schedules
- d. Arrives punctually for work and meetings
- e. Demonstrates commitment to the Organisation
- f. Complies with legal obligations and safety requirements of the role

7.1 Adapting and Responding to Change

- a. Adapts to changing circumstances
- b. Accepts new ideas and change initiatives
- c. Adapts interpersonal style to suit different people or situations
- d. Shows respect and sensitivity towards cultural and religious differences
- e. Deals with ambiguity, making positive use of the opportunities it presents.

7.2 Coping with Pressures and Setbacks

- a. Works productively in a high pressure environment
- b. Keeps emotions under control during difficult situations
- c. Balances the demands of a work life and a personal life
- d. Maintains a positive outlook at work
- e. Handles criticism well and learns from it.

9.1 Professional and Technical Development

- a. Undertakes personal development through gaining relevant planned experience
- b. Obtains the qualifications required for the job

- c. Conducts continuous professional or technical development
- d. Maintains an awareness of similar roles in other organisations
- e. Engages positively with the MDPP process

Applicants should note:

That the above competencies are part of the Council's Universal Competencies Framework and there will be other competencies relevant to this role which will be used in the on-going appraisal of the person appointed.

The successful post holder will be expected to undertake the personal development necessary to fully meet the requirements of the Role Description and Person Specification e.g. gaining a qualification to validate knowledge obtained through experience.