

TORFAEN LEISURE TRUST

JOB DESCRIPTION



Position Details	
Position Title: Fitness Assistant	
Grade: National Minimum Wage	
Section/Unit: Health and Fitness	Location: Cwmbran Stadium and Pontypool ALC
Responsible To: Fitness Manager	Responsible For: No Staff Responsibility
Date Issued: October 2023	

Job Purpose
To assist in the provision of a quality service to customers using the gym and to provide specialist Health & Fitness expertise and knowledge. Assist in the development and delivery of safe and structured exercise programmes and group exercise sessions that will maximise usage and income within the gym. Play an important role in Health & Fitness sales and customer retention.

Principal Accountabilities and Responsibilities
<ul style="list-style-type: none">• To deliver safe, innovative and effective exercise programmes to customers to meet their needs.• To meet and greet and introduce new customers to the gym as well as carry our tours of the gym facilities.• To ensure the Health & Safety procedures are observed in the gym and report any risks, serious incidents and injuries to the Fitness Manager.• To carry out inspections of gym equipment and conduct maintenance as required, including completing cleaning duties in accordance with checklists and tasks, following COSHH regulations at all times.• To maintain appropriate records and data to provide management information to enable accurate forward planning of programming within the gym facility.• Undertake administration duties and use the gym's computer management system as instructed by the Fitness Manager.• To assist Exercise Referral (NERS) trained staff in maximising the client's health and wellbeing whilst using the gym facility.• To be committed to personal professional development, to support and enhance the provision of the service to customers using the gym facility.• To follow the Normal Operating procedures and carry out any action as detailed in the Emergency Action Plan.• To provide the highest standards of customer service and provide specialist Health & Fitness advice and encouragement to all customers.• To use gym retention software and exercise planning software and tools effectively and when required.

Resources/Equipment/Material

To be responsible for the safe operation of equipment within the Gym.

Supervision/Management of People

Responsible for the supervision of customers using the gym equipment and area.

Knowledge, Skills, Training and Experience

- Qualified to NVQ Level 2, or equivalent level of qualification
- First Aid qualification
- Experience leading group exercise activities
- Ability to design and implement effective and safe fitness programmes.
- Excellent customer care and verbal communication skills
- Basic knowledge of operating gym equipment
- A basic understanding of medical conditions
- A basic understanding of health and safety regulation and legislation

Special Working Conditions

The post may require working evenings, weekends and bank holidays according to rota arrangements

General

To observe confidentiality in all aspects of work and to comply with the eight data protection principles which are contained within the Data Protection Act.

To demonstrate a willingness to undertake training development and learning opportunities to improve skills.

Comply with and support others to observe Health and Safety Act 1974 procedures and processes.

To work within the Trust's policy and procedures in respect of equal opportunity, anti-discriminatory and anti-oppressive practices.

To accept that this job description may be periodically subject to review.

To undertake any other duties and/or times of work as may be reasonably required of you, commensurate with your grade or general level of responsibility within the organisation, at your place of work or based in any other establishment.

PERSON SPECIFICATION



Please note you will need to meet the essential criterion to be invited for interview.

Requirements	Selection Method		
	Essential or Desirable	Score	Tested at Interview and/or Application Form
Education/Qualifications/Knowledge			
1.1 Minimum Level 2 Gym Instructor qualification or equivalent	Essential		Application Form / Interview
1.2 Willingness to achieve an advanced instructors qualification	Desirable		Interview
1.3 First Aid qualification	Desirable		Application Form
Experience			
2.1 Previous experience in a Leisure / Fitness or similar environment	Essential		Application Form / Interview
2.2 Experience of personal use in a fitness gym environment	Essential		Application Form / Interview
2.3 Experience of completing gym inductions	Desirable		Interview
2.4 Experience delivering exercise classes or leading group activities	Desirable		Application Form / Interview
Skills and Abilities			
3.1 Excellent Interpersonal Skills	Essential		Interview
3.2 Basic computer and I.T skills	Essential		Application form / interview
3.3 Able to advise customers on the use of gym equipment	Essential		Interview
3.4 Able to interact with Customers	Essential		Application Form /Interview
3.5 Good 'housekeeping' skills	Essential		Interview
Personal Attributes			
4.1 Flexible approach to work	Essential		Interview
4.2 Able to work on own initiative	Essential		Interview
4.3 Self motivated and enthusiastic	Essential		Interview
4.4 Team Player	Essential		Interview
4.5 Proactive	Essential		Interview
4.6 Approachable, friendly and good sense of humour	Essential		Interview
Circumstances			
5.1 Able to travel independently between Centres if required	Desirable		Interview
Total Short Listing Score			

Score key: 0 = Not Met Criteria 1 = Fully Met Criteria