

Candidate Information

Position: Fitness Instructor
School/Department: Queen's Sport
Reference: 23/110936
Closing Date: Monday 12 June 2023
Salary: £22,630 - £24,715 per annum pro rata
Anticipated Interview Date: Thursday 22 June 2023

JOB PURPOSE:

The post holder will provide a customer-facing role in the delivery of the overall fitness product at (Queen's Sport Gym locations at the PEC and BT1 City Centre Gym) Universities Degrees Fitness areas. Key to this role is the ability to inspire and motivate members to engage in fitness and physical activity and through quality instruction and on-going programmes and events motivate them to maintain an exercise regime.

MAJOR DUTIES:

1. Provide a fitness 'Start Up' (induction) programme for cardiovascular, strength machine and free-weights equipment.
2. Follow operational procedures in the use of the Technogym Wellness System to provide fitness programmes for members.
3. Perform basic fitness tests on members to give advice and feedback regarding health and fitness status.
4. Prepare personal exercise plans for members that assist them achieve their health & fitness goals.
5. Provide a range of fitness, relaxation classes as well as educational sessions on key aspects of health & fitness.
6. Contribute to the delivery of a series of events, challenges and workshops to inform and motivate customers.
7. Provide an approachable, professional point of contact in Degrees Fitness for new and existing members that provides a hub for communication, interaction and social engagement amongst users.
8. Take action to ensure that all facilities are clean, well maintained and fit for purpose at all times
9. Follow operating procedures for the logging and reporting of equipment faults and take action to minimise disruption according to procedures.
10. Encourage a customer service culture that involves new member contact, which encourages product sales, participation, social interaction and membership retention so that exercise becomes habitual and enjoyable.
11. Deal with customer comments to ensure high levels of customer satisfaction at all times.
12. Ensure that communication with customers and staff is maximised through good use of telephone, e-mail and Technogym message systems.
13. Assist with the development of resource materials and ensure an adequate stock of resource materials for members.
14. Run and present standard usage and other customer reports for the Health & Fitness Development Officer.
15. Take action to correct any areas highlighted in relation to customer service.
16. Promote and be part of a continuous improvement culture set within a student centred environment.
17. Provide support for the generation of membership sales by providing prospective and current members with information on services, membership packages, promotional events, tours, etc, to ensure high levels of customer satisfaction.
18. In conjunction with the Health & Fitness Development Officer, assist with the monitoring of the activity programme.
19. Ensure that all University policies and procedures are adhered to.
20. Carry out any other duties, which are appropriate to the post as may be reasonably requested by line manager.

ESSENTIAL CRITERIA:

1. NVQ Level II or equivalent award in fitness instructing (Gym) or equivalent recognised by the Registry of Exercise Professionals (REPS) and Skills Active.
2. Relevant qualification to teach kettle bells and indoor cycling classes.

3. A minimum of one years' experience of working and operating within a busy fitness complex (including free weights) within the last 3 years.
4. Good working knowledge of Health & Fitness including the delivery of induction systems, fitness testing and personal exercise programmes.
5. One year's practical teaching experience in taking Kettlebells and Indoor Cycling within the last 3 years.
6. Demonstration of computer literacy with bespoke software packages and data management packages.
7. Experience of generation of sales and retention within the fitness sector
8. Committed to a high quality service delivery and customer satisfaction.
9. Effective interpersonal skills and good written and oral communication skills.
10. Must have the ability to lead and motivate others.
11. Methodical worker who can work to targets.
12. Work well as a team player.
13. Display a positive can do approach.
14. Ability to adapt and evolve with ever-changing industry trends.
15. Required to work as part of a team of 6 on a rotational basis, covering all operational hours as necessary.

DESIRABLE CRITERIA:

1. REPS Registered.
2. NVQ Level III Advanced Instructor or Personal Trainer Award recognised by the Registry of Exercise Professionals (REPS) and Skills Active.
3. Free Weights Instructor Certificate.
4. Qualification in Self Myofascial Release.
5. First Aid Qualification.
6. Demonstrate ability to deliver practical nutritional advice to clients of various needs.
7. Practical teaching experience of other group exercise.
8. An enthusiastic, outgoing individual.
9. Actively involved in sport and fitness.
10. Interest in University Sport.