

Candidate Information

Position: Fitness Instructor
School/Department: Student and Campus Experience
Reference: 25/112498
Closing Date: Monday 30 June 2025
Salary: £27,051- £28,456 per annum plus 18% shift allowance
Anticipated Interview Date: Thursday 10 July 2025
Duration: 11 months, Full-time

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. Programmes for cardiovascular, strength machine and free-weights, equipment and give advice and feedback regarding health and fitness status.
2. Monitor gym floor and gym equipment use and respond to customer enquires as required.
3. Prepare personal exercise plans for members that assist them achieve their health & fitness goals.
4. Promote and develop the Gym Programme and undertake the delivery of a range of classes for customers ranging from school age to senior citizens, to include target groups where relevant.
5. Contribute to the delivery of a series of events, challenges and workshops to inform and motivate customers. Including promotion of Queen's Sport membership, both generally and at special events (e.g. Fairs/exhibitions).
6. 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.
7. Take action to ensure that all facilities are clean, well maintained and fit for purpose at all times.
8. Follow operating procedures for the logging and reporting of equipment faults and take action to minimise disruption according to procedures.
9. 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.
10. Deal with customer comments to ensure high levels of customer satisfaction at all times.
11. Ensure that communication with customers and staff is maximised through good use of telephone, e-mail and Technogym message systems.
12. Assist with the development of resource materials and ensure an adequate stock of resource materials for members.
13. In conjunction with the Exercise Referral Co-ordinator, be responsible for the delivery of related activities. Liaise with and provide reports to the Exercise Referral Co-ordinator and ensure safe storage of sensitive medical records under the General Data Protection Regulation (GDPR) as required.
14. Take action to correct any areas highlighted in relation to customer service.
15. Promote and be part of a continuous improvement culture set within a student centred environment.
16. 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.
17. In conjunction with the Participation Development Officer, assist with the monitoring of the activity programme.
18. Ensure that all University policies and procedures are adhered to.
19. Carry out any other duties, which are appropriate to the post as may be reasonably requested by line manager.

20. Commitment to continuous and professional development as a member of the Chartered Institute for the Management of Sport and Physical Activity (CIMSPA) and participate fully in staff training and development in compliance with University policy to continuously develop personal knowledge, competency and skills. Attend staff meetings as required (Fitness Working group).

ESSENTIAL CRITERIA:

1. Level 2 Certificate in Gym Instructing or equivalent award in fitness/Gym instructing recognised by the Chartered Institute for the Management of Sport and Physical Activity (CIMSPA).
2. Relevant qualification to teach kettle bells or equivalent.
3. Relevant qualification to teach indoor cycling classes, or the ability to obtain this qualification within 6 months of commencement of post.
4. Recent relevant experience of working and operating within a busy fitness complex (including free weights).
5. Good working knowledge of Health & Fitness including the delivery of induction systems, fitness testing and personal exercise programmes.
6. One year's recent practical teaching experience in taking Kettlebells.
7. Demonstration of computer literacy with bespoke software packages and data management packages.
8. Experience of generation of sales and retention within the fitness sector.
9. Committed to a high quality service delivery and customer satisfaction.
10. Effective interpersonal skills and good written and oral communication skills.
11. Must have the ability to lead and motivate others.
12. Methodical worker who can work to targets.
13. Work well as a team player.
14. Display a positive can do approach.
15. Ability to adapt and evolve with ever-changing industry trends.
16. Required to work as part of a team of 4 on a rotational basis, covering all operational hours as necessary.
17. Level 3 Diploma in Exercise Referral (or about to obtain this qualification)

DESIRABLE CRITERIA:

1. Level 3 Personal Trainer Award recognised by the Chartered Institute for the Management of Sport and Physical Activity (CIMSPA).
2. Certificate in Strength & Conditioning.
3. Qualifications in group exercise activities.
4. First Aid Qualification.
5. Demonstrate ability to deliver practical nutritional advice to clients of various needs.
6. Practical teaching experience of other group exercise.
7. An enthusiastic, outgoing individual.
8. Actively involved in sport and fitness.
9. Interest in University Sport.
10. Member of CIMSPA.
11. Relevant qualification to teach indoor cycling classes.

ADDITIONAL INFORMATION:

Informal enquiries may be directed to Tony Smith - a.smith@qub.ac.uk