

Job Description and Person Specification

Fitness Instructor
Active Lambeth

A Lambeth to be proud of



Job Title:	Fitness Instructor
Department:	Active Lambeth
Division:	Resident & Commercial Services
Business Unit:	Leisure Services
Grade/Salary:	Sc 3
Reports to:	Supervisor or Assistant Manager
Responsible for:	N/A

Job Purpose

A fitness instructor's role includes planning, instructing and evaluating gym based inductions and on-going client/member programmes. They should also assist more qualified instructors in the delivery of personal training programmes. A fitness instructor should also actively encourage potential clients/members to join and adhere to regular exercise programmes, employing appropriate motivational strategies to achieve this.

Responsibilities

Collecting and checking information, relating to individual clients

- Analysing information relating to individual clients
- Identifying and agreeing basic short, medium and long term goals
- Planning, instructing and evaluating safe and appropriate gym based exercise sessions.
- Providing one –to–one or group inductions and general exercise programmes, including the introduction to new equipment where appropriate.
- Selecting relevant exercises and designing appropriate programmes which address safety at all times
- Producing suitable programme cards for a range of clients/members
- Suggesting relevant exercise adaptations to allow for individual client difference or needs.
- Using logical and progressive teaching methodologies to introduce a range of exercises in relation to client goals.
- Selecting and/or correctly demonstrating a variety of cardiovascular and resistance training methods that can be used by clients/members.
- Providing clients/members with general advice on how to progress their individual programmes.
- Providing assistance to clients/members at all times in order to correct unsafe technique where required.
- To positively interact and motivate clients/members using appropriate strategies in order to promote retention and adherence to exercise.
- Acting as a positive role model at all times for all clients/members and staff.

- Proactively developing and maintaining high standards of customer care in order to facilitate the retention of clients/members.
- Promoting healthy activities and related strategies for daily living to clients/members.
- Monitoring maintenance schedules and assisting in the upkeep and cleanliness of the environment and all associated gym equipment.
- Working within the parameters given Level 2, recognising the standards and professional limitations that this provides, referring to appropriate members of staff for guidance and support.
- To ensure that all necessary qualifications for the post are maintained and renewed – NVQ level 2, REPS Level 2 and CPR
- Fully participate and engage in centre based training and on-going assessment of performance.
- Keep abreast of trends and developments within the Health and Fitness industry and discuss own training and development needs with the Fitness Supervisors / Service Manager.

PERSON SPECIFICATION

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A). You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted. If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
Key Knowledge	K1	Appropriate professional qualifications (as shown in 'at a glance')	✓A
	K2	Good understanding of the characteristics and qualities that customers want from leisure / health and fitness centres	✓A
	K3	Knowledge of electronic booking systems	
	K4	Knowledge of Health and Safety legislation and other legislation in relation to leisure centre operations	
	K5	Understanding of financial control, budgets and monitoring	

	K6	The ability to effectively promote, market and 'sell' the service and Centre	
	K7	The ability to deal with customers and their queries and concerns with tact and sensitivity	✓A
	K8	The ability to deliver a high quality service with minimal supervision	✓A
	K9	The ability to work as part of a team	
	K10	Good written and verbal communication skills and IT literate	
	K11	Good literacy and numeracy skills	
	K12	The ability to supervise new and casual staff members	
Relevant Experience	E1	Previous experience in busy leisure / health and fitness centres, or working in a customer focused / sales environment	
	E2	Experience of dealing with routine administration, membership, booking, programme writing and Direct Debit systems	
	E3	Experience of cash handling and banking and till reconciliation	
	E4	Evidence of achieving results and making a difference to customers.	
Core Values and Behaviours		Equity <ul style="list-style-type: none"> • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part 	

		<ul style="list-style-type: none"> • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
		<p>Kindness</p> <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	

		<p>Accountability</p> <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others through coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our 	

		<p>stakeholders to face our challenges together</p> <ul style="list-style-type: none">• Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes• I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.• Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.• Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.	
--	--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--