

## SOUTHMEAD DEVELOPMENT TRUST

### Job Description

**Post:** Wellbeing Fitness Instructor

**Job Purpose:** To be passionate and knowledgeable about the health and wellbeing of individuals, helping to develop and facilitate fitness and exercise referral programmes. Able to use own initiative to create new opportunities for individuals to access and explore this.

To continually improve standards, programmes, performance and the overall experience for members and the wider community when attending the gym and classes. To assist and implement a range of fitness classes, with the aim of increasing the Centre's usage, in particular our exercise referral programme and gym memberships. You will have excellent communication skills and be able to interact and build relationships with our members and the organisations that we work with.

**Responsible to:** Wellbeing and Fitness Manager

**Salary:** £21,000 – 23,000 per annum pro rata (dependant on experience)

**Hours:** Multiple roles and part-time roles available to include evening and weekends

### Roles and Responsibilities:

#### Delivery of fitness and exercise referral programme

- To deliver and expand our fitness and exercise referral classes, this includes some work on the gym floor as we continually strive to improve our gym facilities for the community and current gym customers
- To cover fitness and exercise referral classes during times of absence or change over
- To assist the Fitness and Wellbeing Manager in organising and managing the fitness and exercise referral timetable, with the aim of increasing the Centre's usage amongst the local community



- To coordinate the wider team of personal trainers and freelance instructors, making sure the fitness team have the support and kit required to deliver their programmes

### **Development of the Fitness programme, facilities and experience**

- To support the Fitness and Wellbeing Manager to develop and manage the fitness and exercise referral programme and facilities, continually improving standards, programmes, performance and experience for members and the wider community
- To deputise for the Fitness and Wellbeing Manager, overseeing day to day management of the programme and facilities, and leading the gym team or completing reporting or other duties when the Manager is not present
- This will include helping to complete reporting or other duties when the Manager is not present.
- Assist with staff management such as helping to complete quarterly reports in manager's absence and to cover classes where necessary
- Assist in recruiting/training and monitoring Personal Trainers and freelance instructors
- Work with the Fitness and Wellbeing Manager to continually seek ways to maximize the gym offer and develop new income streams and partnerships
- To contribute to and implement a marketing strategy in conjunction with the Fitness and Wellbeing Manager

### **Health and Safety, compliance, asset and risk management**

- To conduct regular checks on fitness areas, equipment and to ensure that fitness areas and Technogym equipment are maintained and presented in accordance with best practice and all health and safety standards
- To maintain high standards of health and safety across the Gym programme and activities
- To make sure that all members of the fitness team have the equipment and kit needed to deliver classes and activities

## **Membership retention, management and administration**

- To be responsible for exceeding member expectations on a day-to-day basis, whilst ensuring the fitness areas and activities are promoted and run effectively
- To induct new members into the Greenway Gym and build relationships across the membership, helping to make sure that everyone feels welcome and achieves their fitness goals
- To ensure a high standard of customer service is maintained at all times
- To work with colleagues to utilise the membership software to manage the membership experience and data
- To support the Fitness and Wellbeing Manager to maximise customer retention through regular communications or campaigns, events and outreach
- To gather feedback on membership experience, build relationships with members and respond to queries or complaints

## **Professional development**

- Work with your line manager to undertake continual personal and professional development, taking an active part in reviewing and developing the roles and responsibilities.
- Access regular clinical supervision to enable you to deal effectively with the difficult issues that people present.

## **General Duties:**

- Have a flexible working approach which may require evenings, weekends and shift work
- To comply with all Southmead Development Trust's policies and procedures
- To support the wider SDT team in leading healthier lives
- To model and encourage our values of positivity, welcoming, entrepreneurialism, integrity and excellence, and fulfil the wider vision of the Southmead Development Trust
- To promote good equal opportunities practices and to take positive steps to counter discrimination however and wherever it occur
- Any other duties as and when required

## Person Specification

<b>Post Title: Wellbeing Fitness Instructor</b>			
	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>EVIDENCE</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Level 3 Fitness/ PT qualification</li> <li>• Level 3 GP Exercise Referral</li> </ul>	<ul style="list-style-type: none"> <li>• Level 4 Specialisms</li> <li>• First Aid Qualification</li> <li>• Otago Exercise Leader</li> </ul>	CV and Cover Letter Interview
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in the leisure industry</li> <li>• Qualified to teach a variety of exercise classes</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of managing events and projects</li> <li>• Experience of generating a turnover and profit</li> <li>• Level 3 exercise referral scheme</li> </ul>	CV and Cover Letter Interview
<b>Specific Skills/ Knowledge</b>	<ul style="list-style-type: none"> <li>• Passion for fitness and great people skills</li> <li>• Ability to motivate and coordinate a fitness team</li> <li>• Proven ability in both written and verbal communication</li> <li>• Awareness of Health &amp; Safety in the workplace</li> <li>• Able to conduct risk assessments</li> <li>• Excellent customer service skills</li> <li>• Ability to teach a range of classes</li> <li>• Experience of producing own choreography for fitness classes</li> </ul> <p>Proficient with Microsoft Word, Excel and PowerPoint and social media</p>	<ul style="list-style-type: none"> <li>• Experience in resolving complaints</li> <li>• Experience of leading a team</li> <li>• Knowledge of Southmead and the issues facing local residents</li> <li>• Ability to develop a variety of income streams</li> <li>• Ability to develop active partnerships to improve delivery of service</li> </ul>	CV and Cover Letter Interview
<b>Other</b>	<ul style="list-style-type: none"> <li>• Ability to work independently and proactively</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of North Bristol and the issues facing local residents,</li> </ul>	CV and Cover Letter

Post Title: Wellbeing Fitness Instructor			
	ESSENTIAL	DESIRABLE	EVIDENCE
	<ul style="list-style-type: none"> <li>• Demonstrates commitment to continual professional development</li> <li>• Ability to lead and work as part of the team</li> <li>• Personal drive for excellence</li> <li>• Flexible approach to work</li> <li>• To act as a positive role model to others within the business</li> <li>• Passionate about working with the community</li> </ul>	including knowledge of health and wellbeing issues and community services in the locality.	Interview