



Job Description & Person Specification

Post title: Fitness Instructor	Post No: 011831
School or Department: NTU Sport	Date created: May 2022
Grade: D	Hours per week: 37
Immediate line manager: Designated Duty Manager	

Job purpose: To provide a high quality, knowledgeable and customer focused fitness service for members of the NTU Fitness Suites; undertaking fitness assessments, exercise programming, offering nutritional advice, delivering group sessions and ensuring that all visitors are dealt with in a professional manner. Support the wider department in meeting strategic aims.

Principal duties and responsibilities: The role will encompass all of the following, but the balance of duties and responsibilities will be determined in discussion with the post holder's line manager:

- 1) Actively engage with members to promote healthy lifestyles and NTU Sport services where appropriate. Provide a motivational, welcoming and safe environment for users to enjoy and train in. Actively seek and maintain a caseload of clients to educate and train to meet their needs, promoting long term behavioural change and positive action
- 2) To offer current, relevant fitness and well-being knowledge-based guidance and advice to members with regards to exercise programmes and fitness training techniques, with clear consideration of their fitness aims and personal capabilities.
- 3) To demonstrate safe and effective use of a variety of equipment and exercise techniques when conducting individual and group induction and training sessions. To monitor and supervise users, intervening where necessary to ensure risk of injury is minimised.
- 4) To be fully aware of all fitness suite health and safety procedures and ensure that they are adhered to, completing maintenance checks and cleaning on a daily basis to ensure equipment is of a high standard and in good working order, with no potential hazards to users.
- 5) Provide outstanding customer service, ensuring the highest quality of service is delivered consistently. Having a full working knowledge of NTU Sport services to inform customers as appropriate to enhance their experience.
- 6) To assist with reception cover, admin duties such as dealing with customer enquiries directly, over the telephone, in person and via email. Selling and processing memberships, advising members of appropriate service for their needs. Taking bookings and completing equipment set up in the sports facilities when

required. To use the computerised leisure management system to monitor and control use of the fitness suites, in line with standard operating procedures.

- 7) Establish and maintain excellent relationships with customers and potential customers, dealing with fitness related queries, complaints, monitoring the behaviour of customers within the fitness suite and escalating where required.
- 8) To plan, devise and deliver group based exercises sessions, fitness challenges and coaching sessions to selected sports teams.
- 9) To provide guided tours for potential new members and visitors to the centres, promoting our services and benefits of a healthy and active lifestyles. To represent NTU Sport in the wider university and promote active lifestyle in a variety of forums, events and well-being services. Feedback relevant information to the duty manager or facilities manager
- 10) Maintaining information on departmental databases and spreadsheets such class usage, report on fitness income streams. Liase with Sports Sytem and Insights to generate participation numbers and facility usage for fitness suite attendance.
- 11) To contribute to review of fitness service, KPI met, input to the content for marketing NTU fitness services, using social media and the organisational website to increase engagement and offer education to users and potential usres.

N.B. The post-holder may be required to undertake any other duties which may reasonably be required as within the nature of the duties and responsibilities of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

Special requirements:

1. Will be on a shift rota and need to be prepared to work early mornings, evenings and weekends.
2. Need to be, or be prepared to work towards becoming, first aid qualified and act as first aider.
3. Be prepared to undertake Relief Duty Manager training with the view to occasionally undertaking Relief Duty Manager shifts to assist facility operations
4. Commitment to maintain mandatory qualifications and engage in CPD and training.

Personal Attributes		
Attributes	Essential	Desirable

<p>Knowledge</p>	<p>Knowledge of the health and fitness industry, well-being advice and current trends relevant to a variety of ability levels.</p> <p>Thorough understanding of health and fitness safety requirements and related operational procedures within a fitness suite environment.</p> <p>Knowledge of maintenance procedures and relevant health and safety for safe upkeep of fitness equipment.</p> <p>Knowledge of excellent customer service techniques for engagement and retention of customers.</p> <p>Ability to use Microsoft Office products: Word, Outlook, Excel, MS Teams for a wide range of day-to-day activities and collaborative working and document storage.</p>	<p>Knowledge of HE sector and demands and on a diverse cohort of students</p> <p>Knowledge of sport specific conditioning, programming and delivery.</p> <p>Knowledge of UK Anti-Doping guidelines (UKAD), and willing to complete relevant training</p> <p>GDPR Adhere to regulations and procedures relating to data protection and information security.</p>
<p>Skills</p>	<p>Good customer service skills and ability to deliver directions in a clear and concise manner, build trust and deliver customers needs in a sensitive and appropriate manner.</p> <p>Ability to correctly assess and subsequently write and deliver specific fitness programmes, in areas of health and fitness, well-being and/or sport specific.</p> <p>Good communication skills and ability to strike up a rapport with users of the fitness facilities to inspire customers to achieve their health and fitness goals..</p> <p>Organisational skills with the ability to prioritise workloads, multitask and complete tasks promptly and accurately</p> <p>Ability to give and receive information effectively, with a wide with staff and students both internal and external to the University.</p> <p>Ability to work using initiative to complete tasks set, team work, attention to detail</p>	<p>Ability to work under pressure and deal with a number of tasks at any one time.</p>

<p>Experience</p>	<p>Working in a fitness environment delivering 1 to 1 and group consultation and training sessions to a high standard with proven results.</p> <p>Offering informed advice on exercise techniques and constructing exercise programmes.</p> <p>Planning and delivering group based exercise classes, fitness challenges, engaging and specific training to a level appropriate for the ability of the individual/s.</p> <p>Writing and delivering specific programming with a record of improvements and behavioural change.</p> <p>Experience of reception work in a fitness environment</p>	<p>Experience of using an electronic leisure management system.</p> <p>Experience using biometric testing equipment and the ability to interpret the results.</p> <p>Experience of cash handling procedures.</p> <p>Some experience of working as a duty manager/supervisor on shift or willing to undertake training.</p>
<p>Qualifications</p>	<p>Level 2 Fitness Instruction qualification or higher.</p> <p>Group exercise qualifications or ability to successfully obtain qualifications within 9 months of appointment</p> <p>Be willing to become First Aid qualified.</p>	<p>Level 3 Personal Trainer GP referral</p> <p>Group exercise qualification(s)</p> <p>CIMSPA accredited</p> <p>First Aid qualified</p> <p>Nutrition qualification.</p>

Competencies

Essential Competencies

Desirable Competencies

<p>Customer Focus (Level 2) Works to identify customer needs. Seeks feedback and develops service delivery accordingly Influences and develops ideas to enhance customer satisfaction</p> <p>Team working (Level 2) Contributes to team development, seeking and testing improvements to the team’s outputs/service</p> <p>Communicating and influencing (Level 2) Communicates information effectively to a wide range of diverse stakeholders, influencing events</p> <p>Creativity and innovation (Level 2) Seeks out, reviews and implements new ways of working to improve delivery of service</p>	<p>Organisation and delivery (Level 2) Plans time taking account of organisational priorities and other colleagues’ work roles to achieve results</p> <p>Leading and coaching (Level 1) Displays high personal standards, gives and receives feedback and ensures that colleagues are aware of their roles and responsibilities. Leads by example.</p>
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Job Description and Person Specification created by: Deputy Sports Facility Manager
