

**JOB  
VACANCY**

# FITNESS INSTRUCTOR

## Description:

The Moat House Leisure and Neighbourhood Centre is looking to recruit Fitness Instructors to work alongside the current fitness team on a casual basis, providing high standards of advice and customer service whilst working in the fitness suite.

The main duties are providing inductions, program design, customer interaction, cleaning and maintenance of equipment and lead motivational promotions as directed by the management team.

Applicants must be passionate, self-motivated with an enthusiasm to build a good rapport with existing and new members and be driven to provide outstanding customer service.

Experience in teaching group exercise classes or a recognised GP Referral Qualification would be an advantage.

Department:  
Health and Fitness

Hours:  
Casual

Rate:  
£7.8677 per hour

Closing Date:  
Ongoing Vacancy

**For more information about the role and an application pack, visit our website at [www.coventrysports.co.uk/jobs](http://www.coventrysports.co.uk/jobs) and complete the main application form.**

Coventry Sports Trust is an equal opportunities employer.  
An Enhanced DBS Check may be required for the successful candidate.



# Fitness Instructor



## Post Information

**Service Unit:** Operations

**Location:** Moat House Leisure and Neighbourhood Centre

**Responsible to:** Duty Manager (Health and Fitness)

**Contract Type:** Permanent

## Job Description

### Role:

1. To support the Company in the provision of a '5 star' health and fitness service.

### Key Objectives:

1. To ensure that the services provided in the Health & Fitness suite meet, and wherever possible exceed, customer expectations.
2. To ensure that the member experience is enjoyable and beneficial during the journey.

### Key Activities:

1. Inducts customers to the Company's health and fitness programmes, assessing their individual needs and jointly developing an appropriate exercise programme.
2. Develops and maintains a positive rapport with customers at all times whilst on duty by personal contact and floor walking to help increase interaction levels.
3. Maintains established standards of facility presentation and cleanliness in designated areas.
4. Undertakes daily quality audits in order to ensure safe and efficient operation of equipment, and takes steps to identify defects and ensure remedial action is taken.
5. Works actively to achieve 'inclusive' health and fitness activities and services.
6. Promotes and establishes a culture of 'customer care' and 'quality service' among colleagues and within activities.
7. Confronts and tackles conduct & behaviour of customer's, visitors and other employees where not taking action may lead to injury or distress.
8. To immediately report all issues of health & safety that may arise to the Duty Manager (Fitness) or other Duty Manager, or takes remedial action as appropriate.

<b>Person Specification</b>		
<b>Appointment Requirement:</b> Shown as 'E' (i.e., are essential for candidates to possess before appointment will be considered), or 'D' (i.e., are desirable and may give some advantage when considering appointment).	<b>E / D</b>	<b>Assessment</b> see end note
<b>Technical Requirements</b>		
T1 NVQ Level 2 Exercise & Fitness or equivalent, e.g. YMCA Resistance Module or equivalent.	E	1 / 4
T2 Register of Exercise Professionals Registered.	E	1 / 4
T3 Oral communication skills sufficient to converse effectively with managers and colleagues, to give instructions and to develop empathy with, and inspire confidence in customers either face to face or in-group situations or over the 'phone'.	E	3
T4 Written communication skills sufficient to compose standard reports, complete records and pro- formas and to take messages.	E	1
T5 Computer skills to input data and navigate through 'specialist' health and fitness programmes and software.	E	1
T6 Instructors or coaching qualifications appropriate to 'led' fitness classes.	D	1
T7 Knowledge of health and safety issues as they relate to fitness working, working with children and to the assembly and use of sports equipment	D	3
T8 Active for Health or GP referral knowledge/experience	D	3/4
<b>Organisational Requirements</b>		
O1 Evidence of commitment to 'quality service' provision and 'customer care' in carrying out duties.	D	3
O2 Must be sensitive to the varying needs and aspirations of a diverse customer base.	D	3
O3 Able to recognise the causes of inequality in employment and service delivery.	D	3
O4 Willingness to tackle known or suspected breaches to Company policies and procedures, or to legislation, directly or through support of the Line Manager.	E	3
O5. Advocates the Company's vision and values, and complies with its Employee Code, whilst carrying out duties.	D	3
O6. Willing to integrate the concepts of 'Energy Management' in carrying out duties.	D	3
O7 Evidence of understanding the importance of confidentiality, and displays a willingness to maintain it.	E	3
O8 Understands the importance of Company uniform requirements, and displays a willingness to comply with them.		

<b>Person Specification</b>		
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<b>Technical Requirements</b>		
<p>P1. Evidence of flexibility to comply with shift work (early starts, late finishes, weekends and bank holidays)</p>	E	1 / 3
<p>P2. Evidence of ability to:-</p> <ul style="list-style-type: none"> <li>(a) work as part of a team</li> <li>(b) work under pressure</li> <li>(c) establish and meet priorities</li> <li>(d) work to a number of varied and changeable tasks</li> </ul>	E	1 / 3
<p>P3. Evidence of commitment to developing and maintaining 'partnership' and 'inclusive' strategies for the promotion and delivery of healthy lifestyle opportunities.</p>	E	3

**Notes:**

## Assessment Codes:

1= Information contained on application form      3= Probing at the Interview

2= Test      4= Documentary Evidence

D = Desirable

E= Essential

**Selection Notes**

Selection requirements and working methods will comply with the Disability Discrimination Act's requirements to make "reasonable adjustments" and with all other relevant legislation – in particular, equality legislation covering race, gender, marital status and part-time and flexible working, and health and safety legislation covering 'working time' and young and pregnant workers. If you wish to discuss this further, please contact the Human Resources Team on 024 7625 2553.

**Pre – Employment Checks**

This post is subject to exemption from The Rehabilitation of Offenders Act 1974 and will require disclosure through the Criminal Records Bureau

All appointments are subject to the receipt of satisfactory references, medical clearance and ability to comply with the Asylum & Immigration Act (1996)

**Other**

The location shown at the top of this document indicates principal location, but successful candidates may be required to work from any location from where the Company currently, or in the future, operates its business.

The Company currently operates from Coventry Sports & Leisure Centre, Brandon Wood Golf Course and Moat House Leisure and Neighbourhood Centre.

The duties reflected in this Job Description should be used for guidance purposes only. All employees are required to carry out any duties commensurate to their role and salary.