Grading
Job Description and Employee Specification

Job title: Active Lifestyles – Health and Fitness Assistant	**Service area:** Communities
Post number:	**Division**: Community Transformation
Grade: 3	**Section/team**: Active Lifestyles

Overall purpose of job:

The fitness assistant will be responsible to the coordinators within the programme development team alongside the site duty managers for providing a high standard of assistance and supervision to all customers of the gym.

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Main responsibilities:

1. Organise and carry out all allocated work to fulfil operational requirements. Develop ideas and programmes for health and fitness activities that grow the product offer and help increase and retain memberships.

2. Develop and maintain effective relationships with members of the public and colleagues to include proactive contact for retention purposes. Maintain the highest possible standard of customer care at all times by effectively communicating with customers, be well presented, punctual and helpful.

3. Carry out fitness testing, design and continuously update personal fitness programmes for a range of different customers, specific to their fitness goals.

4. Provide safe and effective instruction in the use of gym equipment and facilities and correct unsafe training techniques.

5. Engage with customers in the gym, having meaningful conversations and encouraging and promoting fitness, health and wellbeing. Work in partnership with Health and Wellbeing Activators to engage with new and inexperienced users in the gym and encourage adherence to exercise.

6. Maintain standards of hygiene and cleanliness of the gym at all times This will include following relevant open and close down procedures, cleaning rotas and undertaking ad-hoc checks of the equipment and facility. To maintain the highest possible levels of health and safety in accordance with health and safety procedures and recognised codes of practice.

7. Work closely with the Programme Development team and site Duty Managers on all operating aspects of the gym.

8. Assist with equipment set up throughout the leisure centre as and where required. To operate all plant, machinery, equipment and apparatus in accordance with the laid down operating procedures. There may be a requirement for opening and closing of buildings, disarming and setting of alarm systems.

9. Maintain fitness equipment in the gym, carrying out regular checks and repairs in line with manufacturer guidance.

10. Act as the public face of the local authority in order to promote the community hub offer and to exchange, share and deliver information, in a timely and efficient manner in order to improve the lives of residents of North Lincolnshire.

Knowledge, skills and experience:

- Minimum Level 2 or equivalent Qualification in Maths and English or a commitment to work towards.
- Minimum of NVQ Level 2 Gym Instructor or equivalent.
- Good knowledge of exercise physiology and sports science.
- Possess strong customer care and communication skills.
- Experience in working in a gym environment.
- Knowledge of coaching and instructing.
- Knowledge of fitness testing techniques.
- Knowledge of plant and equipment operation.
- Knowledge of health and safety policies and procedures.
- Good team working skills.
- Basic marketing skills.
- Computer literate.
- Flexible attitude to work.

Creativity and innovation:

- Design and continuously updating exercise and fitness programmes.
- Assist in the design and development of publicity materials.

Contacts and relationships:

- The post holder assesses customer needs through the use of pre-exercise questionnaire, goal-setting sheet and during one-to-one inductions and follow up sessions.
- The post holder offers general advice, assistance, and support to all customers.

Decision making:

- Decisions guided by the operational practices of the Fitness Centre.
- Decisions made by the post holder will have an impact on the customer's wellbeing, the quality of customer service and income generation.
- The post holder will be required to make decisions and recommendations in the following key areas:
  1. Risk assessing customers suitability to use the facilities.
  2. Suitability and type of exercise programmes

Responsibility for resources:

Physical resources:

The post is responsible for:

- On occasions locking and unlocking buildings, depending on the location, checking it is secure and use of the intruder alarm.
- Safe use and security of equipment, stock, and supplies.

WORK ENVIRONMENT

Work demands:

There are set daily programmes and routines. However, users of the service may interrupt tasks.

Physical demands:

There is a requirement to demonstrate equipment to users.

There is a requirement for the postholder to adjust equipment that will occasionally require working in awkward postures.

Working conditions:

The Fitness Centre is regarded as well ventilated, lit and heated when necessary.

Work context:

Potential conflict from customers overuse of equipment.

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Position in organisation:

Indicate how many staff the post is directly accountable for: 0

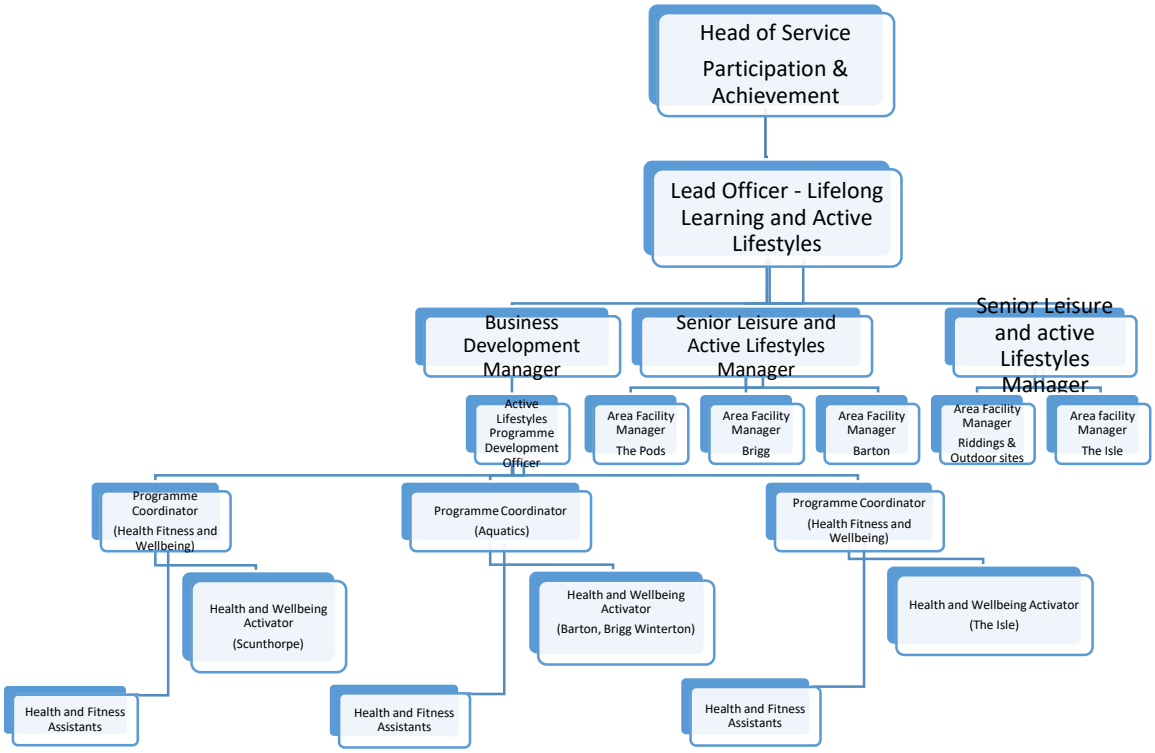
Are posts in more than one location? Yes ☐ No ☒
Is this at the same site? Are the posts managed highly mobile?

Is the supervision/management shared with another post in the structure?
Yes ☐ No ☒

Please indicate which post(s)

_____

You must provide an organisation chart that shows where the job sits within the structure. This should be a simple diagram but with enough detail to put the job into context, i.e. the post holder may manage different groups of staff undertaking different tasks. The chart must show the job in question, the job to which it reports, those jobs which report alongside it and subordinate posts.



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Job Description Version Control	
Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
• Experience of working in a gym environment • Experience of coaching / instructing	
Knowledge, Skills and Experience	**Interview**
• Knowledge of exercise physiology and sports science • Knowledge of fitness testing techniques • Ability to work within a team, flexible attitude and motivated. • Knowledge of health and safety practices within a working environment • Excellent communication and customer care skills • Computer literate • Basic marketing skills	
Education, Training and Qualifications	**Original documents**
• Minimum Level 2 or equivalent qualification in Maths and English or a commitment to work towards. • Minimum of NVQ Level 2 Gym Instructor or equivalent	
Working Arrangements	**Interview**
• Shift pattern including evening and weekend working. • Ability to transport yourself around North Lincolnshire in a timely manner	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
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Knowledge, Skills and Experience	**Interview**
• Awareness of safeguarding children and vulnerable adult's procedures	
Education, Training and Qualifications	**Original documents**
• Current first aid at work qualification • Governing body coaching qualifications • Level 3 personal training qualification • Registered as an Exercise Professional (level 2)	
Working Arrangements	**Interview**
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THE POST IS SUBJECT TO:

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Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974	
Yes ✓	**No** ☐
Political restriction	
Yes ☐	**No** ✓
The ability to speak fluent English under the Immigration Act 2016	
Yes ✓	**No** ☐

- Version Control

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