

## JOB DESCRIPTION

<b>POST:</b>	<b>FITNESS INSTRUCTOR</b>
<b>JOB PURPOSE:</b>	Your role is to deliver and support the Newport Live member journey. You will be working as part of a team supporting the member journey physically and digitally around goal setting and encouraging exercise adherence and advice. General housekeeping, maintenance and health and safety within the gym is also paramount. There will be times you are required to attend various events in order to promote and support the business. The role is subject to a six-month probationary period.
<b>RESPONSIBLE TO:</b>	Health & Fitness Manager
<b>SALARY:</b>	Grade 3 scp 14-17
<b>KEY RELATIONSHIPS:</b>	Members of the public, partners and stakeholders and all Newport Live colleagues.
<b>BASE LOCATION:</b>	Regional Pool & Tennis Centre, Geraint Thomas National Velodrome of Wales, Active Living Centre and Station
<b>MANAGEMENT RESPONSIBILITY:</b>	None

### I will be successful in my role when:

- All of my key operational responsibilities are consistently delivered to a high standard.
- I achieve all key performance indicators specific to my role.
- I role model the behavioural values of Newport Live through my performance.
- I work collaboratively across departments and service areas to deliver exceptional customer service to Newport Live's customers.
- Through my performance and passion, I inspire people to be happier and healthier

### HOW MY PERFORMANCE IS MEASURED



### DISCLOSURE AND BARRING:

This post may result in you having contact with children, the elderly, sick or disabled. Newport Live, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those this would normally be regarded as spent. You must complete the relevant section on the application form, applications will be returned if this section is incomplete. If successful in your application, you will subject to a Disclosure and barring check.

**OPERATIONAL RESPONSIBILITIES:**

- 1** To supervise our facilities with a warm, welcoming and friendly manner putting members at ease and the people skills to confidently approach them when they need help.
- 2** Support members with comprehensive bespoke journey which assess their individual needs, build progressive programmes which are strategic to their goals whether digital or in person.
- 3** Ensure that member adopt safe practices and standards, in the use and operation of equipment and amenities (internally and externally).
- 4** To present members with a journey that builds confidence and adherence to their goals which build around our digital solutions within the fitness facility.
- 5** Carry out the duties of a Fitness Instructor in accordance with the instructions contained in the Normal Operating Procedures and Emergency Action Plans
- 6** Work with the team of fitness instructors and the Fitness and Wellbeing Manager to promote various aspects of the business from gym challenges, member events, group exercise and outreach.
- 7** Support the team in building the business by providing retention calls, show rounds, price presentations, attendance of events and member referral drives as and when required.
- 8** Ensure areas of the fitness suites are clean, tidy and in good repair. Any defects and problems should be reported to the Leisure Operations Officer and recorded in the handover book in accordance with the Newport Live procedures.
- 9** To ensure a high standard of fitness suite cleanliness is maintained.
- 10** Work with the Team Leaders and Fitness, Health and Wellbeing Manager to attain set membership and retention targets
- 11** To undertake any other duties, commensurate with the grade of the post as directed by the line manager.

**The person undertaking this role is expected to work within the policies, ethos and aims of Newport Live and to carry out such other duties as may reasonably be assigned by the Chief Executive of Newport Live. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed. The post holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.**

## FITNESS INSTRUCTOR – PERSON SPECIFICATION

Area	Essential	Desirable
<b>Qualifications</b>	<p>1.1 Must have a minimum of REPS Level 2 Fitness Instructing Qualification. (A)</p>	<p>1.2 To have obtained or be working towards CIMSPA recognized Level 3 PT Qualification.</p> <p>1.3 To hold a GP referral or other level 4 professional qualification (A)</p> <p>1.4 Strength and Conditioning or cross-fit coach (A)</p> <p>1.5 Evidence of continued professional development qualifications such as circuit training, kettlebells, group cycling, viper, yoga, Pilates, boxercise and exercise to music. Working towards will also be considered. (A)</p> <p>1.6 Up to date first aid qualification. (A)</p>
<b>Knowledge, Skills &amp; Competencies</b>	<p>2.1 Knowledge of Newport Live services (I)</p> <p>2.2 Ability to display excellent levels of customer service within our member journey and supporting retention. (A)</p> <p>2.3 Good communications skills such as the ability to provide empathy, build rapport and make people feel at ease. As well as being able to communicate effectively in person, via email, telephone or video call (A, I)</p> <p>2.4 Competent with digital literacy and accompanying software such as Microsoft Teams, Microsoft Office, Android, IOS. (A, T, I)</p> <p>2.5 Being able to motivate customers with the correct tone and body language. (A)</p> <p>2.6 Understand the importance of screening, consultations and types of wellbeing advice that can be offered within your qualification limit (A, I)</p>	<p>2.7 To confidently up sell the business and be aware of its unique selling points (I)</p>
<b>Experience</b>	<p>3.1 Experience of working with people planning and delivering structured programs and reviews. (A)</p>	<p>3.4 Experience with digital programming and video exercise consultations (A)</p>

	<p>3.2 Confident with basic fitness testing: blood pressure, BMI, body fat percentage, step test and callipers. (I)</p> <p>3.3 Understanding of other important fitness suite duties such as cleanliness and health and safety (I)</p>	<p>3.5 Experience with member sales tours and price presentations. (A)</p>
<b>Personal Attributes</b>	<p>4.1 Enthusiastic fitness ambassador with a willingness and passion to share sound and appropriate knowledge with clients. (I).</p>	<p>4.2 Willingness to partake ongoing training and development. (I)</p>
<b>Other</b>	<p>5.1 Ability to work flexible hours. (I)</p> <p>5.2 Understanding and demonstrate a willingness to promote positively the Equal Opportunities Policy of Newport Live. (I)</p>	

**Method of assessment (\* M.O.A.)**

A: Application form (including shortlisting)

C: Certificate

E: Exercise

I: Interview

P: Presentation

T: Test

AC: Assessment Centre