Job Description

Job Title: Gym Instructor and Multi Facility Role (Raploch Campus)

Responsible to: Operations Manager

Grade: 2

Job Purpose:

This is a multi-task role to allow a consistent approach to ensure that excellent customer service is delivered at all times throughout the facility. The postholder will be required to undertake a variety of tasks which will be in addition to the tasks of the core role to plan, deliver and monitor the provision of high quality programmes to support gym members.

Additional tasks include reception duties at the Campus checking customers into the gym, supporting clients in the gym and utilising any additional qualifications that you have delivering fitness classes across Active Stirling.

At times, you may be required to assist other areas such as The Peak to ensure the best customer and member experience.

To meet the requirements of the role, qualifications will be pursued and training and support will be provided over time.

What's expected of you

We recognise that our team members are at the heart of everything we do. We want to ensure that we recruit the right people and develop them in line with our values of People Centred, Ambitious, Respect, Team Spirit and Integrity. We believe that our values are instrumental in the way we carry out our business and behave each day. The duties and how we expect you to carry out this role are listed under each of the following values.

People Centred – People are at the centre of everything we do

You will:

- help create an environment which consistently generates exceptional experiences for communities, customers and team members.
- provide instruction, information, assistance and motivation to all members, gym users and fitness class users ensuring that they are able to gain the maximum benefit from their sessions.
- assist in executing our Team First culture across the Charity including the consistent application of team standards and values.
- exude a can do, approachable attitude for all team members and customers.
- go the extra mile to help a customer or colleague in your own or another team.
- monitor and supervise gym members ensuring their safety and the use of correct techniques when exercising.

- carry out inductions, fitness testing, programme creation and development, while assisting and motivating all members ensuring they receive the maximum benefit from their membership.
- supervise, programme and induct participants who are participating in the Junior Gym programme for 12-15 year olds. (PEAK only)
- build and develop good working relationships and networks with external and internal partners.
- be responsible for the overseeing and general safety of the public, ensuring that all safety features and devices are operating correctly.
- be a point of contact for customers and visitors, ensuring their safe use of equipment and advise on Raploch opening times and charges.
- handle admissions to the gym by the booking system and taking payments.
- educate members on using the technology available to help enhance their customer experience..

Ambitious – Pushing ourselves to be at the top of the game every time

You will:

- learn and develop new skills to maximise your potential and to enhance the operational experience.
- Help to provide the best possible support and delivery of the ALFL scheme when required.
- bring your ideas to your manager on how we can do things better whether it's something to improve you, your team or the wider business.
- attend specified training and take personal responsibility to address areas for improvement.
- become familiar with and work towards completing training to carry out induction and analysis of individuals who are part of local schemes or user groups including target groups such as older people and people with disabilities.
- keep up to date with new techniques and attend regular training as required, while being responsible for identifying personal development areas.
- achieve and exceed agreed key performance indicators (KPIs) as set out by the Operations Manager.

Respect – Everyone counts

You will:

- treat others as you'd like to be treated and be mindful of their opinions.
- achieve and maintain an exceptional level of customer service in accordance with Active Stirling's Brand Standards ensuring members have a positive experience.
- act in a courteous and professional manner to all team members and customers at all times resolving issues when possible or highlighting any problems to management and make suggestions for improvements.

Team Spirit – By working together, we work better

You will:

- be a true team player displaying a positive attitude and cooperation across the Charity.
- welcome new team members and help them with anything they're unsure of.
- provide fitness class back-up where required.
- assist the Operations Manager in the implementation of internal marketing schemes to retain current members and provide a quality service.

- attend staff meetings in order to create an open network of communication, to engage in the review of procedures and development of working practices within the Sports Village and Raploch Campus.
- cover fitness classes at short notice on shift if necessary.

Integrity – We do what we say we'll do

You will:

- demonstrate our team standards and hold people accountable to the team standards.
- be honest and trustworthy in all that you do, following through on all tasks given to you.
- achieve and maintain a high level of cleaning and maintenance in accordance with Active Stirling's brand standards and be responsible for cleaning gym equipment, fitness testing equipment and the gym area.
- have an exceptional working knowledge of the Normal Operating Procedure and Emergency Action Plan and you'll adhere to Health and Safety Legislation and Active Stirling's Safety Policy.
- carry out safety/maintenance checks and report on the condition of equipment and facilities in order that quality standards and safety are maintained.
- act appropriately in emergency situations, including the provision of first aid, and following procedures and reporting arrangements.
- conduct and complete daily maintenance checks of the equipment and report any faults or issues to the relevant people.
- Build/develop good working relationships and networks with external and internal partners.
- Any other duties considered appropriate for this post.

Working Hours

Raploch Campus operating hours are Monday – Friday 8.45-21.00, and Saturday 8.45-14.00, closed on Sundays. Current hours for the 16-hour post are Wednesday 16.00-21.00, Friday 15.15-21.00 and Saturday 8.45-14.00 these hours are subject to change to meet business needs. You may also be required to work at The Peak Gym to meet business needs.

Additional comments

Every job description in the organisation will be subject to a review either:

- on an annual basis at the time of the annual appraisal meeting, or
- as a result of a change in strategic direction, or
- as a result of a team/ operational requirements, or
- as a result of agreed performance appraisal needs and objectives, or
- within six months of appointment.

Personal Profile

Experience & Qualifications:

- Minimum SVQ level 2 gym instructors qualification.
- Exposure to the gym environment with the understanding of the operation of a busy gym.

- Ability to work on own initiative.
- Ability to motivate others.
- Ability to work effectively as a team member.
- Proven ability of working to a high standard.

Desirable:

- Level 3 Exercise Referral Qualification.
- National Pool Lifeguard Qualification.
- Coaching qualification.
- Swimming teachers qualification.
- Working in an ice environment .
- Working in reception environment.
- Cash handling.
- Operating MRM or another booking system.
- Experience in using microsoft office.
- Group Fitness Instructor or other relevant fitness qualification.
- Experience in a similar area of work.

Skills and Personal Qualities:

- Excellent written and verbal communication skills
- Good organisational skills.
- Good interpersonal skills.
- Willing to learn new skills
- Experience of using Microsoft Office, including Word, Excel and PowerPoint.
- An open-mind and a ‘can-do’ attitude.

Job Dimensions:

Structure:

