



## Job Description

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| Service:          | Leisure and Health                           |
| Job title:        | Fitness Consultant                           |
| Grade:            | C  |
| Hours of work:    | 37 per week                                  |
| Responsible to:   | Leisure Centre Supervisor (Health & Fitness) |
| Responsible for   |  |
| Direct reports:   | N/A  |
| Indirect reports: | N/A  |
| Budget:           | N/A  |

### **Purpose of Post:**

To assist the Fitness Manager or Delegated Officer in maintaining and developing the Impressions (gym) brand according to the demand of the customers, industry trends and financial aims and objectives of the service.


The main duties and responsibilities are:

- Ensure the highest standards of customer care are achieved.
- Undertake customer inductions, fitness assessments, reviews and other customer services as required and set by the service plan.
- Deliver gym based exercise classes during the shift as required by the Leisure Centre Supervisor responsible for Health & Fitness
- Membership's sales, dealing with enquiries and customer retention.
- Maximise income potential via effective promoting and marketing of Impression's services and products.
- Ensure Health & Safety practices are observed and that standard operating procedures are followed.
- Assist to maintain the facility and equipment to the highest standards.
- Maintain cleanliness of the gym equipment and gym
- Ensure that all administration is completed fully and accurately.
- Contribute to the One Leisure service of Huntingdonshire District Council and the promotion of a positive image of Huntingdonshire within the Centre's catchment and beyond.
- When required cover reception during off peak times
- When required assist the Leisure Centre Supervisor with opening the building
- To undertake any other duties as may reasonably be required at any One Leisure site and have means of or access to transportation.

### **Key Deliverables:**

- Delivering engaging and effective gym appointments both 1:1 and in groups
- Assisting Impressions to achieve its attendance, satisfaction and attendance targets
- Engaging with customers on the gym floor, providing meaningful interaction
- Promoting the best of the facility internally but also at external events to encourage new members to join and existing members to stay longer to improve sales and retention

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| <p><b>Knowledge and Qualifications</b></p>                       | <ul style="list-style-type: none"> <li>• Knowledge of industry-wide codes of practice. (E)</li> <li>• Knowledge of Health &amp; Safety regulations(E)</li> <li>• Relevant Level 2 fitness qualification recognised by the Register of Exercise Professionals. (E)</li> <li>• Minimum of 5 GCSE's at Grade C or above including Maths and English or equivalent. (D)</li> <li>• First Aid at Work Qualification (FAW). (E)</li> </ul>                             |
| <p><b>Experience</b></p>   | <ul style="list-style-type: none"> <li>• Experience in a similar leisure or health related post within the industry (E)</li> </ul>   |
| <p><b>Skills and Abilities</b></p>                               | <ul style="list-style-type: none"> <li>• Ability to work unsupervised and use own initiative. (E)</li> <li>• IT literacy: (E) <ul style="list-style-type: none"> <li>○ Leisure Centres booking system (MRM +2)</li> <li>○ MS Office (inc. Word, Excel and Outlook).</li> </ul> </li> <li>• Excellent communication and ability to adapt to different audiences e.g. customers, colleagues and managers (E)</li> <li>• Excellent customer service. (E)</li> </ul> |
| <p><b>Decision Making and Impact on Others</b></p>               | <ul style="list-style-type: none"> <li>• You will have autonomy to deliver your sessions</li> <li>• You will input in to the direction of the development of your Impressions facility as well as the group of gyms</li> </ul>   |
| <p><b>Communication with Internal and External Customers</b></p> | <ul style="list-style-type: none"> <li>• Fitness instructors are the face of the gym for the customers and as such play a vital role</li> <li>• This can be in 1:1 or group settings</li> </ul>  |

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|  | <ul style="list-style-type: none"> <li>• Will predominantly be with current members but also prospective members during a tour / sales process</li> <li>• There will also be a requirement to communicate regularly and effectively with staff within the site such as reception, team leader and duty managers to ensure the smooth running of the facility</li> </ul>  |
| <p><b>Personal Attributes and Other Requirements</b></p>   | <ul style="list-style-type: none"> <li>• Be a good team worker demonstrating loyalty and commitment to the organisation and team members</li> <li>• Flexible approach working times to fit with the rota pattern. To include evenings, weekends and bank holidays.</li> </ul>  |
| <p><b>HDC values</b></p>  | <p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people’s differences and are considerate to their needs.</p> <p><b>Enterprising:</b> We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p> |



## **Safeguarding and promoting the welfare of children and young people/vulnerable adults**

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children