



South Tyneside Council

BUSINESS AND RESOURCES

JOB DESCRIPTION

POST TITLE: Gym Instructor

GRADE: Band 3

RESPONSIBLE TO: Leisure Development Officer and Sport and Leisure Programme Officer (Gym Use)

Overall Objectives of the Post:

To assess, supervise and instruct customers using gym facilities across the leisure portfolio with a specific focus on delivering exceptional customer service and business profitability.

Key Tasks of the Post:

1. *You will achieve these objectives by:*

- Ensuring the efficient and effective day to day supervision of gym facilities with due regard to customer health and safety.
- Greeting, helping and proactively interacting with customers in a friendly and enthusiastic manner, providing excellent levels of customer service, which will be regularly evaluated against our customer charter.
- Undertaking fitness assessments, inductions and preparing individual programmes for customers including dietary advice. To maintain customer records for future progression and development.
- Where appropriate and under the direction of the Health Intervention Officer, assessing and developing programmes for clients participating in health intervention programmes within the set guidelines of the National Framework.
- Embracing the vision of every customer contact, being a health improvement contact and signposting customers and visitors to lifestyle change opportunities.
- Actively seeking customer and visitor feedback to drive service improvement and making recommendations to the Leisure Development Officers to improve customer satisfaction.
- Keeping up-to-date with fitness trends and being productive in implementing new ideas at a local level.
- Undertaking regular maintenance and cleaning of gym equipment. To perform regular inspections of all equipment and fittings, taking appropriate action to ensure the safe function of the equipment and also maintaining appropriate records.
- Maximising value for money for members, grow sales, drive retention and reducing attrition through the key tasks of member engagement, enhancing standards and member participation.
- Having exceptional knowledge and understanding of activity programmes, classes, membership packages and services that are on offer across the leisure buildings portfolio and actively promote these to increase facility income.

- Monitoring customer usage of facilities, being particularly vigilant for anti-social behaviour, acts of vandalism and children/vulnerable adult's protection issues.
- Actively monitoring customer usage and membership retention to maximise facility income.
- Contacting new and existing customers via phone, e-mail and face to face to increase membership sales/retention.
- Providing first aid treatment in the event of any injuries, or accidents within the facility and completing the appropriate documentation.
- Assisting when required, with the setting up and dismantling of equipment for activity sessions within the building.
- Actively participating in keeping the building and its surrounding areas litter free and maintained to a high level of cleanliness.
- Fully participating in the performance review process and personal development planning.
- Being smart and presentable at all times and wearing the correct uniform which complies with leisure portfolio standards.
- Undertaking training as necessary, in line with the development of the post and agreed with line manager.
- Achieving and demonstrating agreed standards of personal and professional development within agreed timescales.
- Contributing positively to the effectiveness and efficiency of the teams in which you work.
- Reporting any repairs or defects within the building to the Leisure Development Officer in a timely manner.
- Assisting other members of staff with specific duties, as and when required.
- Working across the leisure buildings portfolio, as and when required.
- Participating in the induction and training of new facility staff to ensure a high level of competency is maintained.
- Fully understanding the emergency evacuation procedures for the building in which you work.
- Protecting the image and reputation of South Tyneside Council and its leisure portfolio by positively promoting and representing South Tyneside Council Cultural Services at all times.

South Tyneside Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Successful applicants will be required to produce an Enhanced Certificate of Disclosure from the Disclosure and Barring Service.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: GH/KDS

Date: 11/02/2019