

## JOB DESCRIPTION Fitness Instructor

<b>Job Title:</b> Fitness Instructor	<b>Present Grade:</b> 3
<b>Department/College:</b> Sport, Facilities	
<b>Directly responsible to:</b> Fitness Manager	
<b>Supervisory responsibility for:</b> <a href="#">Click here to enter text.</a>	
<p><b>Other contacts</b></p> <p><b>Internal:</b> The post holder is required to liaise with a wide range of administrative and support staff including:</p> <ul style="list-style-type: none"> <li>• Facilities (all services)</li> <li>• People and Organisational Effectiveness</li> <li>• Marketing and Communications</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Local teams &amp; Clubs</li> <li>• National Governing Bodies</li> <li>• Suppliers</li> <li>• Contractors</li> <li>• External maintenance teams</li> </ul>	
<p><b>Job Purpose:</b> To be responsive to member needs, being regularly available to provide help and advice on the gym floor. To deliver Fitness services to an exceptional level. To ensure safe and effective working practices are in place which are delivered to an exceptional level of customer standards. To provide services and support for the university's engagement and wellbeing strategy.</p>	
<p><b>Major duties:</b></p> <ol style="list-style-type: none"> <li>1. As a member of front line team at Sport Lancaster; proactively engage with members and guests on the gym floor, and be responsive to their needs.</li> <li>2. Be responsible for the delivery of the agreed induction process and member pathway.</li> <li>3. To deliver group exercise activities, including courses and sessions as and when required.</li> <li>4. To ensure the safe and proper use of the fitness facility equipment by customers on a day-to-day basis.</li> <li>5. Provide excellent customer service by dealing with problems and queries in a helpful manner and adhering to policies and service standards.</li> <li>6. Deal with any complaints effectively and to refer any problems to the Assistant Operations Manager promptly when required.</li> <li>7. To have full working knowledge of the Technogym Wellness system and to actively promote the full benefits of using the system to customers.</li> <li>8. To provide knowledgeable advice and information to existing and prospective customers on the services provided by the facility.</li> </ol>	

9. Promote the Health and Fitness services and wider Sport Lancaster products, programmes and facilities to customers in a positive and professional manner.
10. To work to key performance indicators (KPI's) and targets as required.
11. To follow and adhere to the cleaning and maintenance schedule and to record maintenance information accordingly.
12. To complete administrative duties as delegated by the Fitness Manager and Operations Team.
13. Attend training, meetings and forums to contribute to the development of the service as required.
14. Provide professional and excellent customer service by adhering to service standards and values.
15. To work within and ensure adherence to both the University's and Sport Lancaster's Health and Safety and Equality and Diversity policies.
16. Any other duties as may reasonably be required, consistent with the grade of the post.