

Job description for the post of; Health & Fitness Advisor

Salary: £14,280 pa

| | |
|--------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Job Purpose | |
| 1.1 | To fulfil the role of a Qualified Health & Fitness Instructor. |
| 1.2 | To fulfil the role of class instructor as and when needed. |
| 1.3 | To carry out responsibilities of customer service through inductions, programme prescription, consultations, supervision and motivation. |
| 1.4 | Ensure the presentation, cleanliness and safety of the Health & Fitness facilities is kept to a high standard at all times. |
| 2. Main Duties and Responsibilities | |
| 2.1 | To maintain vigilant supervision of gym users and ensure their safety at all times |
| 2.2 | To complete daily, weekly and monthly cleaning/maintenance schedules and keep records up to date. |
| 2.3 | Maintain the highest standards of service, presentation and professional advice offered to customers using the fitness facilities. |
| 2.4 | To comply with the Centre's Health and Safety procedures at all times |
| 2.5 | To comply with the Centre's COSHH procedures at all times |
| 2.6 | To deal with customers in a friendly and professional manner |
| 2.7 | To report any matter of concern to the Duty Manager immediately |
| 2.8 | To carry out cleaning duties as necessary and wear the prescribed uniform at all times |
| 2.9 | To assist in the preparation of activity areas involving the setting up/dismantling of equipment |
| 2.10 | To attend training as and when required |
| 2.11 | Maintain a supreme level of product knowledge on all aspects of the sites timetables, facilities, prices, membership options and sales techniques. |
| 2.12 | To undertake any other duties directed by Management. |
| 2.13 | Contribute to the programming and general operations of the facilities through ideas and support. |

| | |
|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.14 | To attend promotional/marketing days where required. |
| 2.15 | To ensure all maintenance checks are recorded including call-outs and faults. |
| 2.16 | To attend health & fitness team meetings and ensure action points are completed. |
| 2.17 | To perform and complete other cleaning issues that may arise. |
| 2.18 | Responsible for ensuring that all membership Enquiries from, a) Prospects and b) current members are dealt with using AcademySport systems and techniques. |
| 2.19 | To ensure all prospective members are shown around the facility and encouraged to take out the site membership option, using AcademySport sales tools and techniques. |
| 2.20 | To ensure that training records are updated consistently & ensure REPS registered. |
| 3. Qualifications, Education and Training | |
| 3.1 | Hold a recognised Level 2 or above Gym Qualification – essential |
| 3.2 | Hold a First Aid at Work Certificate - desirable |
| 4. Skills and Abilities | |
| 4.1 | Excellent customer care skills |
| 4.2 | Experienced in dealing and working with people/public |
| 4.3 | Outgoing, punctual, responsible, conscientious and team orientated – essential |
| 4.4 | Be self-motivated, motivate others and be a good team worker |
| 4.5 | Qualifications/experience in using Microsoft Word/Excel – desirable |
| 4.6 | Must be a punctual, positive and enthusiastic individual |
| 4.6 | Must be personable |
| 4.7 | A flexible approach to work patterns to reflect the operational needs of the business |
| 4.8 | Able to keep calm and work under pressure |
| 4.9 | Must be physically fit and able to carry out heavy work tasks, e.g. lifting, set-up/de-rig of equipment |
| 5. Work Related Personal Requirements | |
| 5.1 | Must present an image of AcademySport that is acceptable to the customer |