

**PERSON SPECIFICATION**  
**Health & Fitness Advisor**



Note to applicant: when completing your application form, you should demonstrate the extent to which you meet the essential and desirable criteria below.

In addition to the requirements outlined below, as ambassadors of Tees Active, you should also be able to demonstrate the following qualities:

• Enthusiasm	• Commitment to service excellence
• Excellent communication skills	• A genuine desire to work closely with our customers
• Professionalism	• Flexibility
• High personal standards	

Requirements	Essential	Desirable	Evidenced
<b>EDUCATION &amp; TRAINING</b>			
1. Recognised gym instructors qualification at REPS level 2(YMCA, IRSM, OC Gym and Free Weights).	√		Application form & interview
2. Personal Training Qualification.		√	Application form & interview
3. RSA Certificate in Exercise for Music.		√	Application form & interview
4. To be recognised by REPS and maintain registration.	√		Application form & interview
5. G.P Referral Qualification.		√	Application form & interview
6. Good numerical and literacy which may be subject to assessment.	√		Application form & interview
<b>EXPERIENCE, KNOWLEDGE &amp; UNDERSTANDING</b>			
7. Proven experience of dealing with customers.	√		Application form & interview
8. Computer literate.	√		Application form & interview
9. Experienced in gym supervision, induction of customers and fitness programming.	√		Application form & interview
10. Fitness Industry Experience.	√		Application form & interview
11. A clear knowledge of personal fitness assessment and personal programming.	√		Application form & interview
12. Sales & Promotion of Membership Packages.		√	Application form & interview
13. Knowledge of health and safety requirements in a gym environment.		√	Application form & interview
<b>SKILLS &amp; ABILITIES</b>			
14. Ability to prioritise and manage workload.	√		Application form & interview
15. Ability to provide a welcoming environment.	√		Application form & interview
16. Skilled and confident in customer service and communication.	√		Application form & interview
17. Ability to deal with customers, enquiries, /concerns with tact and sensitivity.	√		Application form & interview
18. Self motivated, with the ability to work with minimal supervision.	√		Application form & interview
19. Excellent communication skills both face to face and over the telephone.	√		Application form & interview
20. Ability to apply set procedures.	√		Application form & interview
21. Ability to clean and set up/dismantle equipment, as required.			Interview
<b>PERSONAL QUALITIES &amp; ATTRIBUTES</b>			
22. Professional appearance and manner.	√		Interview
23. Flexible, co-operative and supportive team player.	√		Application form & interview
24. Enthusiasm and confidence at working with a wide range of people.	√		Application form & interview
25. Willingness to self-develop and attend course(s) deemed necessary for the post.	√		Interview

<b>MISCELLANEOUS</b>			
26. Well presented, friendly and approachable.	√		Interview
27. Flexibility to work evenings and weekends, as required.	√		Interview
28. Able to carry out duties as per job description.	√		Application form & interview