

Job Description



Post title: CASUAL HEALTH & FITNESS ADVISOR

Spinal point: 12

Responsible to: CLUB MANAGER

Job Purpose:	
To assist the Health and Fitness Co-ordinator with the on-site management of the Tees Active Fitness studios and activities, providing a customer focused Service and linking with key professionals in Health & Sports Development.	
Duties and responsibilities:	
1	Assist the management of the facilities in the development and delivery of a comprehensive fitness activity programme and all associated programmes.
2	Implement customer sales and retention schemes and promotional incentives and any other schemes related to business development.
3	To provide strong and professional customer care, taking into account TAL's overall scope and objectives.
4	To ensure that agreed procedures and health and safety standards are followed at all times.
5	To undertake and supervise fitness assessments, inductions and instruction ensuring that there is compliance with agreed professional standards at all times.
6	To ensure that facilities and equipment are set up safely for public use, to carry out daily maintenance and inspection of all equipment, report any necessary defects and maintain a clean, tidy and welcoming facility.
7	To assist in the appropriate advertising and promotion of the fitness facilities including external demonstrations, exhibitions and talks.
Additional information:	
General requirements for all Tees Active Limited employees:	
1	To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
2	To maintain any professional registration, licences or qualifications, which are essential to the post held.
3	To take reasonable care of any items of equipment and uniform issued by the Company and report any faults or maintenance issues to the relevant manager.
4	To be aware of and adhere to all Tees Active Ltd financial, legal, HR and administrative policies and procedures including all NOPs/EAPs and the HR Handbook.

5	To take reasonable care of your own health and safety and co-operate with management so far as necessary to enable compliance with the Company's health and safety rules and legislative requirements.
6	To adhere to any professional and Company Codes of Conduct, as appropriate.
7	To comply with the Company's Appearance Code ensuring that uniforms and name badges are worn, as required.
8	To comply with the Company's Employee Guide to Information Security including relevant legislation, ensuring that confidentiality is maintained for all staffing, management, customer and supplier information.
9	To carry out the duties of the post with full regard to the Company's Equal Opportunities and Racial Equality Policies in the terms of employment and service delivery. Ensuring that colleagues are treated in a fair and consistent manner and that the service maintains a strong commitment to the principles of the Equality Standard.
10	To be peripatetic between work areas and venues, as and when required.
11	The above tasks and responsibilities cannot fully encompass all that is required of the post-holder. It is expected that the post-holder will undertake such other duties and responsibilities commensurate with the salary band and nature of the post.
<p>I accept this job description as an accurate record of the Duties and responsibilities of this post.</p>	<p>Signed:</p> <p>Date:</p>

CASUAL HEALTH AND FITNESS ADVISOR**PERSON SPECIFICATION**

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

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26. Willingness to self-develop and attend course(s) deemed necessary for the post.	√		A,I
MISCELLANEOUS			
27. Well presented, friendly and approachable.	√		A,I
28. Flexibility to work evenings and weekends, as required.	√		A,I
29. Able to carry out duties as per job description.	√		A,I

Method of Assessment

A= Application

I = Interview/Assessment