**Job Description**

**Post title: COACH/ INSTRUCTOR**

**Responsible to: Club Manager / Senior Club Manager**

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| **Job Purpose:** | | |
| To deliver a safe and effective activity / coaching session by complying with the relevant activity programme and the Coaches Code of Conduct. | | |
| **Duties and responsibilities:** | | |
| 1 | To devise and implement coaching session’s dependent upon qualifications as required. | |
| 2 | To deliver appropriate activity / coaching sessions and comply with the specified coaches code of conduct. | |
| 3 | To ensure a safe and suitable environment in line with the Health and Safety policy. | |
| 4 | To provide a quality leisure experience by guiding, motivating and instructing individuals throughout the class/session. | |
| 5 | To be able to deliver a high customer service by ensuring clear communication which offers inclusion for all. | |
| 6 | To maintain class / session attendance records, registers and lesson plans and certificates gained, if applicable. | |
| 7 | To conduct verbal screening by adhering to the Health Commitment Statement displayed in the fitness studios and implement current procedures and ensure confidentiality at all times. | |
| 8 | To be pro-active and responsible for reporting any operational issues to the management team regarding equipment and/or customer concerns. | |
| 9 | Overall strong class management in ensuring class etiquette is adhered to whilst promoting a welcoming and friendly environment. | |
| **Additional information:** | | |
| **General requirements for all Tees Active Limited employees:** | | |
| 1 | To deal with customer/service enquiries in a professional and positive way. Ensuring that the service maintains a strong customer focus and remains committed to the principles of Customer Service Excellence. | |
| 2 | To assist in the training and development of colleagues and to undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post. | |
| 3 | To maintain any professional registration, licences or qualifications, which are essential to the post held. | |
| 4 | 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. | |
| 5 | 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. | |
| 6 | 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. | |
| 7 | To adhere to any professional and Company Codes of Conduct, as appropriate. | |
| 8 | To comply with the Company’s Appearance Code ensuring that uniforms and name badges are worn, as required. | |
| 9 | 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. | |
| 10 | To carry out the duties of the post with full regard to the Company’s Equality, Diversity and Inclusion Policy 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. | |
| 11 | To be peripatetic between work areas and venues, as and when required. | |
| 12 | 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. | |
| **I accept this job description as an accurate record of the duties and responsibilities of this post.** | | |
| **Signed: ………………………………….** | | **Date: ………………………………………..** |

**COACH/INSTRUCTOR**

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**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:

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

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| **Requirements** | **Essential** | **Desirable** |
| **EDUCATION & TRAINING** |  |  |
| 1. Hold a recognised fitness qualification e.g Exercise to Music or Level 2 Gym Instructor or a specialist qualification recognised by the appropriate governing body. |  |  |
| 1. Evidence of keeping relevant training up to date. |  |  |
| 1. Hold affiliation/membership to the recognised governing body. |  |  |
| 1. Current First Aid qualification |  |  |
| **SKILLS/ EXPERIENCE, KNOWLEDGE & UNDERSTANDING** |  |  |
| 1. Proven experience of coaching in a similar environment, delivering coaching session/classes for both beginners and advanced participants. |  |  |
| 1. Good communication skills both verbal and written. |  |  |
| 7. Flexible approach to work as there would be a need to work evenings and weekends. |  |  |
| 1. Excellent interpersonal skills and an ability to deal with a wide range of clients. |  |  |
| 1. Diplomatic approach to both customers and staff. |  |  |
| 1. The ability to respond to individual needs and demands. |  |  |
| 11. Motivated and enthusiastic approach to coaching. |  |  |