

JOB DESCRIPTION

General Information

Job Title	Gym Instructor	Reporting To	Gym Manager
------------------	----------------	---------------------	-------------

General Purpose

To provide excellent customer service and deliver inductions/programmes as set out in the Vivacity Voyage scheme ensuring the safety and well-being of customers at all times. To carry out gym and equipment cleaning tasks in accordance with normal operating procedures.

Key Deliverables

- To ensure the correct use of the gyms, studios and equipment in accordance with the centres operating procedures.
- To oversee and carry out cleaning tasks and day to day maintenance in accordance with the cleaning schedules/NOP ensuring they are completed to the highest standards.
- To support promotional initiatives and marketing plans and assist with customer consultation work.
- To patrol the gym and studio's ensuring the safety, well being and motivation of members.
- To provide group and personal fitness tuition to members ensuring customers needs are satisfied in line with the Vivacity Voyage.
- To complete administrative duties for the induction, monitoring and evaluation of members ensuring personal and confidential fitness information is handled in accordance with Vivacity procedures.

Requirements – Experience

- Worked within a leisure or customer focused environment

Requirements – Qualifications

- Level 2 fitness instructor
- First aid
- Reps level 2
- Willingness to complete a GP Referral qualification

Requirements – Personal Characteristics

- Commitment to excellence in customer service and can do attitude
- Self Motivated and proactive
- Good interpersonal skills
- Commitment to equality

Other Points

- Flexibility in working, including evening, weekend and Bank Holiday working on a shift rota basis
- Ability to travel and work across all Vivacity venues
- Ability to use basic IT systems
- The above duties and responsibilities do not include or define all tasks that may be required of the post holder
- The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed
- The Health & Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such equipment as provided must be used
- Vivacity aims to be an Equal Opportunities employer and has Equal Opportunities Policies with which you are expected to comply at all times
- Vivacity condemns all forms of harassment and is actively seeking to promote a workplace where

JOB DESCRIPTION

employees are treated with dignity, respect and without bias
--