

NUNEATON & BEDWORTH LEISURE TRUST
ROLE DESCRIPTION

Role Title:	Relief Exercise Instructor
Primary Location:	Empire Gym & Studios
Responsible to:	Gym Supervisor & Group Exercise Manager

JOB PURPOSE

To instruct exercise classes in a positive/professional manner.

NBLT STANDARDS

All employees are required to apply the NBLT standards in their role.

1. To assist in delivering NBLT's Business Plan and performance targets.
2. To adhere to all NBLT policies and operating procedures.
3. To assist in fostering a creative and open environment within the Trust, where employees feel supported, involved and consulted sharing information with others, showing mutual respect.
4. To respond positively to change, trying out new ideas, where possible making use of the technology available to improve service delivery.
5. To ensure that the highest level of customer service is provided and that customer satisfaction is maintained. This includes:
 - (a) Treat customers better than they would expect to be treated themselves;
 - (b) Always approach the customer in a friendly and professional manner. Welcome them with a smile; be helpful and informative;
 - (c) Ensure you, your area and your site are always presentable.
6. As well as point 5 above, to act at all times in accordance with the Standards for your particular area of work.
7. To carry out all the work within the spirit and intention of equal opportunities.
8. To work in accordance with the Health and Safety at Work etc. Act 1974.
9. To undertake personal development commensurate with the duties and responsibilities and development of the role.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

1. To instruct effective group exercise classes and motivate customers in a positive, professional and enthusiastic manner.
2. To deliver classes ensuring effective retention.
3. Advance planning and preparation to allow top-quality and professional delivery of all group exercise classes.
4. To work as part of the NBLT team developing the services and classes provided, to keep up with new fitness trends and demands of local communities.
5. To carry out any other duties, of a similar nature, that may be required from time to time.
6. As part of this position you may be required to work at any of the Leisure Trust facilities or offices.

SPECIAL CONDITIONS:

NBLT reserve the right to review and alter exercise classes as appropriate in accordance with operational and business needs.

PREPARED BY:	Group Exercise & Events Manager
DATE PREPARED:	December 2015
AGREED BY POSTHOLDER:	

Review Arrangements

The details contained in this role description reflect the content of the role at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, NBLT will expect to review this role description from time to time and will consult with the post-holder at the appropriate time.

V5/Dec/10

Person Specification

Relief Group Exercise Instructor

NOTE TO APPLICANTS

Whilst all criteria on the specification are important, those marked 'E' are the essential requirements. You should pay particular attention to these points and provide evidence and examples of meeting them. Failure to do so may mean that you will not be invited for interview.

Category	E/D	Criteria Indicate E (Essential) or D (Desirable)	Method of assessment
Experience	E	Experience of instructing individuals to a high standard particularly when faced with a wide range of abilities.	1,2 & 4
	D	Experience of the inclusion of people with disabilities in exercise sessions.	2
	D	Experience of working in a Gym/Leisure environment.	2 & 4
	D	Understanding of the role group exercise classes and Instructors have on member retention.	4
Qualifications/ Attainments	E	YMCA Exercise to Music/Yoga/Pilates or equivalent	2,4 & 5
	D	Other instructor qualifications e.g. Zumba, circuit training, aqua fit, indoor cycling etc	2 & 5
	D	First aid qualification.	2 & 5
Knowledge, Skills and Abilities	E	Effective organisational skills and time management skills	2 & 4
	E	Ability to teach classes to an exceptionally high standard, offering variety and effective 'workouts'.	2 & 4
	E	Ability to interact and communicate with a wide range of people.	1,2 & 4
	E	A good knowledge of anatomy and physiology.	2 & 4
Personal Qualities	E	Attendance to workshops and willingness to update training to maintain continued professional development.	2 & 4
	E	Must be totally customer focused and able to demonstrate a positive attitude to change, contributing to new ideas reflecting market trends.	2 & 4
	E	Must be flexible to work extra hours to cover holidays and sickness, at all NBLT sites and occasionally at short notice.	2 & 4
	E	Must have an excellent attendance record	5
Other Factors	D	Full driving licence and access to vehicle for work.	5

Method of Assessment

1= test (psychometric, pool, practical)

2= application form

3= exercise (computer, in-tray, written)

4= interview

5= documentary evidence (e.g. certificates, references, portfolio)

6= presentation

V2/JAN/08