



Role Profile

Post Title:	Recreation Assistant II (fitness)
Grade:	MW4

Role Definition

The post holder will take responsibility for the general safety, preparation and cleaning of facilities whilst delivering excellent customer service.

Providing fitness instruction, gym inductions, evaluating, planning and creating customer programmes.

Actively encourage potential subscribers to join and then ensure the retention of subscribers.

Setting up equipment in accordance with facility bookings. To undertake tasks related to the operation and cleanliness of the facility whilst ensuring the safety of colleagues and customers.

Key Tasks and Responsibilities

Corporate Responsibilities

1. Providing a customer focussed service ensuring consistent, high quality delivery to our customers.
2. Ensure the health and safety of employees, customers and others in accordance with Company policies and procedures.
3. Maintain high standards of personal presentation and hygiene.
4. Work as part of a team to ensure the effective operation of the Company.
5. To positively promote the Company, facilities, activities delivered and Company initiatives.
6. To provide assistance to customers seeking advice and/or information, resolving customer enquiries and referring enquiries to management where necessary.
7. To undertake ongoing training as required in order to maintain the highest levels of operational efficiency, competency and customer service.
8. Maintain an awareness of the Company's commitment to energy reduction and environmental management.
9. Adopt a flexible attitude to your role at all times undertaking activities that assist the Company in maintaining a competitive advantage.
10. To undertake any other reasonable required duties as instructed by management or someone acting on their behalf, in addition to the role specific tasks and responsibilities detailed below.

Role Specific Tasks and Responsibilities

1. Supervising activities in the fitness areas and operating in a manner consistent with safe working practice, ensuring the efficient and effective operation of the facility.
2. Ensure all persons using the fitness areas receive instruction in the safe operation of the area and equipment.
3. To advise and provide customers with appropriate training programmes.
4. Advise customers on appropriate subscription packages, and processing of subscriptions.



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5. Maintaining customer records of induction and programmes.
6. Actively engaging with members of the public in their use of the facilities, encouraging repeat visits.
7. Deal with emergencies and first aid as required ensuring, where appropriate, the use of all lifesaving and emergency equipment available.
8. Assist as required with the general supervision of the facilities and services, providing assistance to customers, encouraging repeat visits of facilities and activities.
9. Assisting members of the public in their use of the facilities, providing information on programs, activities and initiatives, presenting a friendly, helpful and welcoming environment to all customers.
10. To carry out cleaning duties both within and outside the facilities to maintain the highest standards of hygiene in preparation for use, and during the hours of operation.
11. Follow Normal and Emergency Operating Procedures.
12. Assisting with the daily operations of the building ensuring effective, accurate and timely set-ups and take-downs and changeovers as required.
13. Ensure that all equipment in the fitness areas is maintained to a specific standard
14. Assist in undertaking visual inspections of equipment as and when necessary, reporting any faults or defects.
15. Accurately filling forms or reports relating to their normal duties.
16. Assisting with deliveries to the centre, storage and stock control.
17. Taking occasional responsibility for the induction and development of new members of staff.
18. Assisting in effective fitness operations through the delivery of activity programmes for groups and individuals.

Essential/Desirable Criteria

	Essential	Desirable	Evidence
Education and Qualifications	Level 2 recognised gym qualification Emergency first aid Qualification	Level 3 fitness qualification Ongoing CPD attendance	Application form and interview
Experience	Delivering customer services Delivering supervision, inductions, instruction and providing fitness programmes. Undertaking cleaning duties	Customer sales and direct debit systems Completing routine administration	Application form and interview
Specialist Knowledge	Awareness of health and safety in relation to yourself and others	Awareness of promoting fitness facilities	Application form and interview



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	Awareness of the needs of customers using fitness facilities	Understanding of standard operating procedures and emergency action plan Knowledge of electronic booking systems	
Skills and Abilities	<p>Ability to work as part of a team.</p> <p>Well organised and a good communicator.</p> <p>Able to deliver high quality service with the minimum of supervision.</p> <p>The ability to effectively promote, market and 'sell' the service and the Centre</p> <p>The ability to deal with customers and their queries and concerns with tact and sensitivity</p>		Application form and interview
Key Behaviours	<p>Enthusiastic and positive manner</p> <p>Dynamic individual with 'can do' attitude</p> <p>Excellent interpersonal skills.</p> <p>Demonstrates trust, openness and respect in dealing with people.</p> <p>Quick thinker, able to stay calm in</p>		Application form and interview



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	emergency situations. Flexible approach to tasks and workload		
Other	Good standard of physical fitness Able to work unsocial hours Ability to work flexible shift patterns e.g. morning, evening and weekend shifts Ability to pursue further training opportunities.		Application form and interview

Competencies

Value	Competency	Level of Behaviour Required
Managing Self	Planning, Organising & Decision Making	1
	Self Development	1
	Change	1
Achieving Performance	Customer Focus	1
	Continuous Improvement	1
	Delivering Results	1
Working with Others	Communication	1
	Effective Working Relationships	1
	People Management	1