



ROLE PROFILE

Job Role:	Fitness Suite Instructor
Salary:	Grade A - 2
Competency Band:	1
Location:	Across KAL
Responsible To:	Fitness Team Leader / Team Leader
Responsible For:	None

Role Description

Working as a Fitness Suite Instructor at KAL means that you will be devoted to helping customers reach their goals. You will be responsible for the supervision and safety of all our gym users, offering advice and guidance and your technical expertise when required.

Our customers are central to everything we do and as part of the fitness team, you will be expected to make our customers feel welcome and valued, making sure they have a great experience on every visit. You won't be the sort of person that wants to sit around at a desk, you will constantly engage with people, greeting enthusiastically and encouraging commitments to return. You will definitely help us get more people, more active, more often!

You will need to take the time to get to know our products so that you can deal with enquiries effectively. You will also be keen to keep up with industry knowledge and personal development through additional training and qualifications. A superstar deliverer, you will love teaching people about fitness, in groups and on a one to one basis.

You will understand that impressing customers also means having a clean site to visit. You and your team will be responsible for keeping the site clean and safe for all customers, visitors and your team, even during busy periods.

We need to keep our customers safe and you will play a big part in that. You will check equipment for defects and keep records. You will also offer advice on safe exercise.

Key Tasks

- Working as part of a team to provide supervision for the gym area, ensuring safety standards are met
- Delivering inductions and programmes to groups and individuals
- Interacting with customers and recording interactions, with a focus on delivering excellent customer service
- Cleaning and upkeep of the gym area and any other areas as requested
- Monitoring, checking and recording of standards of equipment
- Delivering gym clinics that help to introduce new exercises and equipment to small and large groups, sometimes impromptu!
- Promoting gym challenges, encouraging participation
- Supporting members throughout their experience from joining
- Delivering fitness classes (subject to qualification)
- Using technology such as computers to record work and communicate

Essential Criteria Definition

These are the skills, qualifications, experience and attitude you will need in order to be shortlisted for the post. These are essential to perform your role on day one.

Desirable Criteria Definition

These skills, qualifications and experience are ideal to have on day one of the job, however, if you don't have them yet, we consider most of these can be obtained during the first few months in the role. You must be aware that you will need to be demonstrating these skills longer term. You will be expected to develop your skills and knowledge within an agreed timescale (usually within 3-6 months of your start date) to meet the Desirable criteria in full.

Essential

- Level 2 Fitness Instructor qualification and have the physical ability to deliver at this level
- The ability to consistently demonstrate the KAL Values – ONE TEAM, PASSION, EXCELLENCE
- The ability to consistently deliver exceptional customer service
- Good written and numeracy skills
- Must hold, or be willing to obtain, CIMSPA membership
- The ability to demonstrate a basic understanding of Health and Safety, as it relates to this post
- The ability to work with flexibility, as the post will include evenings and weekends
- To be able to evidence 6 months' work experience or volunteering within a customer facing or sport and fitness environment and be able to demonstrate transferable skills
- Must be able to demonstrate basic IT skills, such as, sending an email, writing a document in Word, sending documents to print, entering data into a spreadsheet

Desirable

- The ability to demonstrate knowledge and experience of cleaning in a variety of settings and use of cleaning chemicals.
- Sales and up-selling experience
- The effective monitoring and recording of customer interactions on the TRP system ensuring relevant KPIs are met.

In addition, we expect that everyone:

- Complies with all health and safety legislation and any site safety rules imposed by management to ensure the health safety and welfare of yourself and other persons, such as members of the public. All relevant health and safety documentation and training will be provided.
- Acts in accordance with KAL's Equal Opportunities policy and treats colleagues and customers with dignity at all times, and does not discriminate against, or harass other members of staff or customers, regardless of their status. You should also counteract such practice or behaviour by challenging or reporting it.
- Must commit to, support and work within KAL's Safeguarding policies and procedures

Behavioural Competencies

The role of a Fitness Suite Instructor is Band 1 and you will be expected to demonstrate an ability to work at this level, satisfying the majority of the behaviours at recruitment. You will then be expected to progress until you are consistently meeting all the competencies within Band 1.

KAL Competencies can be found on the website. These competencies may be tested within the interview process.