# Role profile

**Job title**  
Fitness Instructor

**Job family and level**  
Operations & Facility Level 2A

**School/Department**  
Sport and Physical Recreation

**Location**  
University Park Campus, Jubilee Campus and King’s Meadow Campus

## Purpose of role

To provide a high quality, friendly, well organised and professional service to the department’s customers within the University’s sports and fitness facilities; to support the delivery of an inspiring and motivating environment; ensuring the safe and efficient use of facilities by all customers. Support the delivery of the Vision for Sport to deliver an outstanding student sporting and fitness offer and establish the University as the first choice for students wishing to combine a top quality education with an outstanding sporting experience.

## Main responsibilities

(Primary accountabilities and responsibilities expected to fulfil the role)

<table>
<thead>
<tr>
<th>Service Delivery and customer admissions:</th>
<th>% time per year</th>
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<tr>
<td>- To perform new member inductions and explain and demonstrate the need for correct training techniques and practices.</td>
<td>75%</td>
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<tr>
<td>- To provide up to date knowledge based guidance, help, motivation and advice to members. To write personal fitness programmes taking into consideration their aims and objectives. To review fitness programmes on an ongoing basis to help members achieve their health and fitness goals.</td>
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<td>- To be in the fitness areas at all times; pro-actively engaging and interacting with members to create a motivating and enjoyable environment; ensure safe and effective practice and correct use of equipment.</td>
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<td>- To ensure members adhere to the fitness suite etiquette.</td>
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<td>- To lead safe, effective and enjoyable fitness classes as part of the group exercise programme including but not limited to Indoor Cycling, Box Fit and gym floor classes. To plan and deliver classes to cater for all fitness levels and abilities.</td>
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<td>- Take a proactive role in membership retention activities including contacting infrequent users, encouraging members to book fitness classes, booking fitness programmes and programme reviews.</td>
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- To track the progress and attendance of members to ensure that they are getting the best out of their membership.
- To plan and deliver motivational events and challenges for members as part of the health and fitness programme.
- To assist in membership sales and promotions as required.
- To provide information to members and guests via the provision of general and specific information relating to the sports and fitness facilities, and services; welcoming and admitting customers in a friendly and professional manner.
- To promote the sporting programme and recreational opportunities available to students, staff and the wider community in a proactive and friendly manner.
- To act as the first point of contact with respect to enquiries made at reception or in the fitness suite in the form of telephone calls, face-to-face contact and email.
- Maintaining customer confidence and service standards by ensuring prompt responses to enquiries and resolution of problems arising in accordance with departmental policies and procedures.
- Greeting and welcoming customers on arrival, providing information relevant to their activity and directing them to appropriate areas.
- Operation of the computerised leisure management system, in order to check and make bookings, admit members to their desired activity and checking membership eligibility.
- Assisting with the effective delivery of student and sporting events, ensuring client needs are assessed and met.
- Proactively promote the University of Nottingham Sport membership scheme to students, staff and the wider community, advising prospective customers and encouraging sales.
- To act in accordance with the departmental customer service policies and practices at all times.

**Operations:**

- Maintain high standards of cleanliness and hygiene at all times via the scheduled cleaning programme and pro-active patrols of the sports and fitness facilities.
- To ensure the security of the sport centres and fitness suites via opening, locking-up and alarming where required and in accordance with departmental procedures.
- To Support the delivery of the planned and preventative maintenance programme via regular inspections of the fitness suites and fitness equipment, recording results, resolving basic maintenance and cleanliness issues where possible, reporting faults to appropriate colleagues and / or equipment suppliers in accordance with departmental procedures.
- Provide 1st aid to customers where required and ensure the reporting of incidents and near misses is carried out in accordance with University and Departmental Policy, liaising with the sports centre management team where appropriate.
- Act in accordance with the fitness suite normal operating procedures, risk assessments, emergency action plan and departmental procedures at all times.
- To attend team meetings as required.

### Departmental Support:

- To assist with the delivery of departmental and University wide events, for example, freshers fair, open days and the alumni sports weekend, offering support to students and the wider community and assisting delivery where required.
- To support the delivery of events, projects and programmes as required in liaison with the health and fitness manager.
- To exhibit a flexible approach to work, providing additional cover in cases of sickness, annual leave or special events.
- Undertaking other duties and activities that may be necessary from time to time in accordance with the needs of the department.
## Person specification

<table>
<thead>
<tr>
<th>Skills</th>
<th>Essential</th>
<th>Desirable</th>
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</table>
|        | - Ability to relate well to students, staff, public and other members regardless of age, gender, and physical ability.  
- Excellent customer service skills.  
- Effective verbal communication skills including telephone skills.  
- Ability to strike up rapport and interact with members  
- Good numeracy and literacy skills.  
- Ability to work within a team.  
- A strong ability to work using one’s own initiative.  
- Good IT skills.  
- Highly motivated and driven. | - Ability to use Leisure Management software  
- Good knowledge of basic maintenance e.g. tool use and repair techniques.  
- Ability to produce basic marketing material e.g. branded posters |

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<th>Knowledge and experience</th>
<th>Essential</th>
<th>Desirable</th>
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|                          | - Knowledge of the fitness industry.  
- Knowledge of safe procedures in a fitness facility.  
- Experience of working in a Gym or Fitness Suite and delivering new member inductions.  
- Experience of delivering high quality fitness programmes for members/customers.  
- Experience of leading group exercise classes or group training sessions  
- Experience working in a customer led service environment and delivering outstanding customer service. | - Knowledge of basic maintenance of health and fitness equipment.  
- Opening and closing procedures.  
- Health and Safety in the workplace.  
- Experience of using Leisure Management systems.  
- Experience of cash handling & use of the till.  
- Experience of reception work.  
- Experience organising sporting events or competitions  
- Experience of delivering |
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<tr>
<th>Qualifications, certification and training (relevant to role)</th>
<th>Hold a recognised Level 2 fitness instructor qualification.</th>
<th>First Aid qualified</th>
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<tr>
<td>• Willing to become a first aid qualified if not already.</td>
<td>• Indoor cycling qualified</td>
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<tr>
<td>• Willing to undertake relevant training as required</td>
<td>• Boxing related fitness qualified</td>
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<td>• Evidence of educational competence e.g GCSE Maths and English Grade C</td>
<td>• Qualified to teach other fitness classes, strength and conditioning / sports performance</td>
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<td></td>
<td>• Manual handling certificate</td>
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<td></td>
<td>• NPLQ (National Pool Lifeguard Qualification)</td>
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The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.
Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University’s strategy, vision and values. The following are essential to the role:

**Valuing people**
Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.

**Taking ownership**
Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.

**Forward thinking**
Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.

**Professional pride**
Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.

**Always inclusive**
Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others

- **Line manager**
  - Assistant Health & Fitness Manager

- **Role holder**
  - Fitness Instructor

- **Key stakeholder relationships**
  - Colleagues
  - Customers