



Job title	Fitness Instructor	Job family and level	Operations & Facility Level 2
School/ Department	Sport and Physical Recreation	Location	University Park Campus and Jubilee Campus.

Purpose of role

Working as part of the Health & Fitness team you will inspire and empower members to achieve their fitness goals. You'll use your knowledge, creativity, and enthusiasm to deliver engaging classes, personalised programmes, and meaningful member experiences helping students and members of all backgrounds feel confident, capable, and part of a thriving fitness community.

Your work will ensure our fitness facilities are welcoming, supportive, inspiring and motivating, while contributing to our Vision to be the best university for sport, physical activity and wellbeing. You will work to ensure we create an environment that not only supports physical wellbeing, but also builds community, confidence, and lifelong healthy habits.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Service Delivery and customer admissions - Inspire and support members to reach their fitness goals by delivering engaging classes, personalised programmes, and a welcoming community environment.</p> <ul style="list-style-type: none"> • Welcome and support members with warmth and professionalism, ensuring every visit is a positive experience. • Provide expert, up-to-date advice, encouragement, and motivation to help members succeed. • Conduct engaging new member inductions, demonstrating safe and effective training techniques. • Create and review personalised fitness programmes, tailored to individual goals and abilities. • Deliver fun, motivating fitness classes for all levels, from Indoor Cycling to Hyrox and Box Fit to gym floor classes. • Champion our Personal Training programme, promoting sales, benefits and delivering Personal Training sessions. 	85%

	<ul style="list-style-type: none"> • Lead inclusive activities, including Supported Fitness Sessions for disabled members. • Proactively engage with members to ensure safe practice, correct use of equipment and adherence to fitness suite etiquette. • Plan and deliver motivational events and challenges that inspire participation. • Promote our broader sports and membership offerings to students, staff, and the wider community. • Manage and operate booking, access and membership systems accurately and efficiently. • Play an active role in member retention, reconnecting with infrequent users and encouraging ongoing engagement. • Support the delivery of student, sporting, and community events, ensuring needs are met and experiences are memorable. • Welcome, assist, and provide information to members, guests, and prospective customers in a friendly, professional manner. • Respond promptly to enquiries (in person, phone, and email) and resolve issues in line with policies. • Promote memberships, sports programmes, and events to students, staff, and the wider community. • Operate booking and membership systems, ensuring accurate records and eligibility checks. • Support the delivery of student, sporting, and community events, ensuring client needs are met. 	
2	<p>Operations - Oversee the daily safe and efficient running of our fitness facilities, ensuring they remain clean, secure, and welcoming for an outstanding user experience.</p> <ul style="list-style-type: none"> • Maintain exceptional standards of cleanliness and hygiene through scheduled cleaning programmes and proactive facility patrols. • Oversee the security of the sports centres and fitness suites, including opening, locking, and alarming facilities in line with departmental procedures. • Support the planned and preventative maintenance programme by carrying out regular inspections of equipment and facilities, addressing basic maintenance issues, and reporting faults promptly to relevant 	10%

	<p>colleagues or suppliers.</p> <ul style="list-style-type: none"> • Provide first aid to customers when required and ensure all incidents and near misses are reported in accordance with University and departmental policies. • Adhere at all times to the fitness suite's normal operating procedures, risk assessments, emergency action plans, and departmental guidelines. • Actively participate in team meetings, contributing to continuous improvement and high operational standards. 	
3	<p>Departmental Support</p> <ul style="list-style-type: none"> • Support the successful delivery of departmental and University-wide events such as Welcome Fair and Open Days engaging with students, staff, and the wider community. • Assist in the planning and delivery of events, projects, and programmes in collaboration with the Assistant Health and Fitness Managers. • Demonstrate flexibility by providing cover across sites during staff absences to support operational requirements or for special events, ensuring continuity of service. • Undertake additional duties as required to meet the evolving needs of the department. 	5%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Ability to engage with students, staff, public and other members regardless of age, gender, and physical ability. ▪ Excellent customer service skills. ▪ Excellent communication skills, both written and verbal. ▪ Ability to strike up rapport and interact with members. ▪ Ability to work independently and as part of a team. ▪ Good numeracy and literacy skills. ▪ Ability to support people to develop their potential. 	<ul style="list-style-type: none"> ▪ Ability to work under pressure and on own initiative. ▪ Ability to use Leisure Management software. ▪ Ability to produce basic marketing material e.g. branded posters
Knowledge and experience	<ul style="list-style-type: none"> ▪ Knowledge of the fitness industry, including safe working practices, health and safety procedures, and equality, diversity and inclusion in health and fitness. ▪ Experience working in a Gym or Fitness Suite, including delivering new member inductions. ▪ Proven ability to design and deliver high-quality fitness programmes for individuals and groups. ▪ Experience leading group exercise classes or group training sessions. ▪ Strong track record in delivering outstanding customer service in a customer-focused environment. ▪ Ability to build and maintain effective relationships with members and stakeholders. 	<ul style="list-style-type: none"> ▪ Basic maintenance of health and fitness equipment. ▪ Health and Safety in the workplace. ▪ Organising fitness or sporting events, challenges or competitions. ▪ Experience working with disabled people.
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Level 2 fitness instructor. ▪ Willing to undertake relevant training as required. ▪ GCSE Mathematics and English Grade C / level 4 or equivalent. 	<ul style="list-style-type: none"> • Level 3 Personal Trainer. • First Aid qualified. • Qualified to teach a range of fitness classes, strength and conditioning / sports performance.
Other	<ul style="list-style-type: none"> ▪ Empathetic and considerate. ▪ Enthusiastic and dynamic person with a passion for fitness. ▪ Flexible, creative and solution focused approach. 	

	<ul style="list-style-type: none">▪ Ability to work effectively with and motivate students.▪ Demonstrable focus on quality and excellence.	
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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

