

## ALIVE WEST NORFOLK

### JOB DESCRIPTION

<b>JOB TITLE</b>	Group Fitness Instructor
<b>SERVICE AREA</b>	Alive West Norfolk
<b>SECTION</b>	Alive Lynnsport, Alive St James, Alive Downham, Alive Oasis
<b>POST NO</b>	Casual

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#### MAIN PURPOSE OF JOB

To deliver high quality, safe, group fitness classes in order to retain existing customers and giving health and fitness advice with the highest level of customer care.

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#### KEY AREAS

- 1 To promote and develop the existing group fitness timetable/programme of activities, by organising and delivering high quality exercise classes/activities
  - 2 To ensure all participants of group fitness are instructed to the highest standard taking into account their various abilities.
  - 3 To verbally PARQ (Physical Activity Readiness Questionnaire) all customers prior to class and make adaption's where appropriate.
  - 4 To develop a rapport with customers and provide health and fitness advice and sell the benefits of the fitness and group fitness usage and regular exercise.
  - 5 To comply with all procedures, work instructions, policies and health and safety requirements.
  - 6 To monitor the class occupancy levels ensuring no unauthorised usage.
  - 7 To provide an efficient and effective service by providing the highest levels of customer care, safety, security and service.
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#### MAIN DUTIES

- 1 To assist with the development of the group fitness timetable, to provide new/different classes dependent on customer and business needs.
- 2 To follow all Centres Operational Procedures and quality standards to ensure a consistent standard of delivery for customers.
- 3 Actively promote the facilities and services offered.
- 4 Support and assist the membership sales process to maximise the opportunities for new sales.
- 5 Ensure no unauthorised use is made of facilities or classes by carrying out regular ticket checks.
- 6 Carry out and record relevant inspections and equipment checks to ensure a safe environment. Reporting any issues to management.
- 7 To set up and take down relevant equipment as and when necessary and ensure security of equipment at all times.
- 8 Be part of a team of instructors to undertake cover for colleagues in their absence.
- 9 Undertake additional duties as specified by the management.

**ALIVE WEST NORFOLK**  
**PERSONAL SPECIFICATION**

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**CRITERIA REQUIRED FOR THE SUCCESSFUL PERFORMANCE OF THE JOB**

- Knowledge**
- Attainment of RSA or equivalent Exercise to Music qualification.
  - Attainment of additional group fitness exercise modules e.g indoor group cycling, Step Aerobics, Body Pump, Zumba, Pilates, Water Aerobics, Body Attack, Body Combat. Body Balance, Boxercise and Circuits etc (desirable)
  - Attainment of gym instructors qualification/diploma.
  - Previous experience of teaching and co-ordinating exercise classes / timetables
  - Up to date knowledge of health and fitness.
  - Good knowledge base of exercise physiology.
  - Understanding of human psychology.
- Skills**
- Ability to instruct groups of all levels of abilities.
  - Ability to adapt exercises to suit the need of various medical conditions.
  - Excellent interpersonal skills and the ability advise customers and promote services available to them.
  - Ability to think quickly and have a positive approach to problem solving.
  - Excellent time keeping skills.
- Attitudes**
- The ability to demonstrate a positive appreciation for customer care and the provision of a quality leisure service including adhering to the Centres Operational Procedures.
  - The ability to work as a team member by ensuring the positive promotion of all classes by all instructors to embrace a corporate approach.
  - An adaptable approach to working hours, duties and facilities.
  - Attention to detail in all aspects of work.
  - To fully contribute to team meetings with a positive working attitude and approach to problems.
  - An appreciation of the importance of health and safety.
  - A positive approach to personal development in the health and fitness environment/industrial is essential.