

Casual Fitness Instructor (Gym)

Regional Pool and Tennis Centre, Geraint Thomas Velodrome, Newport Centre and Active Living Centre

£9.90 per hour

Newport Live is an award winning not for profit sport, leisure and cultural trust; and registered UK Charity with an excellent track record of delivering innovative programmes and services to our communities and residents that *'inspire people to be happier and healthier'*.

We are looking to recruit a suitably qualified Exercise Professional as part of the established Newport Live fitness team at the Geraint Thomas National Velodrome of Wales.

You will be a key Fitness Team member who engages on the gym floor with flare, energy, passion and enthusiasm for fitness and wellbeing in others. Driving forward the member journey from Member Welcome to Ongoing 121 and Fitness Programmes in line with individual goals.

You will hold a minimum of a CIMSPA Recognised Level 2 Gym Instructor Qualification with some experience in a fitness environment.

You must show evidence of digital competency, working on you own initiative and experience dealing with clients and their needs providing sound knowledge and advice encouraging exercise adherence and member retention.

The ability to deliver group exercise fitness classes in line with our extensive class timetable would be advantageous.

The post is exempt from the Rehabilitation of Offenders Act (1974) and is subject to a successful Disclosing and Barring Service (DBS) check.

For an informal discussion about the post please contact Newport Live enquiries on 01633 656757 and ask to speak with Bryony Gurmin, Heath, Fitness and Wellbeing Manager or email bryony.gurmin@newportlive.co.uk

Application Process

You can download an application form and job description via the Newport LIVE website www.newportlive.co.uk alternatively they are available via e-mail request from jobs@newportlive.co.uk

Please return the completed application forms to jobs@newportlive.co.uk

This post is part of an ongoing recruitment process. You will be notified upon receipt of application and advised of next steps within the recruitment process.

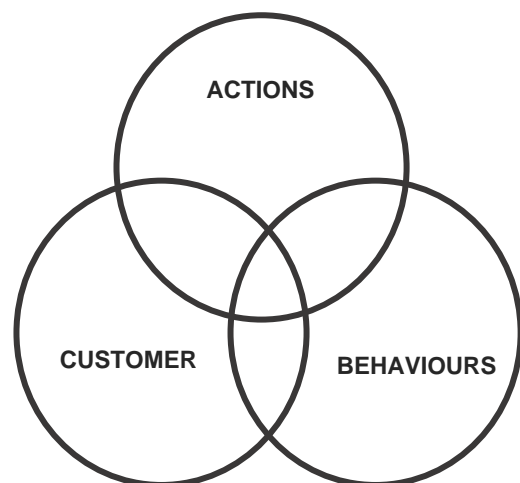
JOB DESCRIPTION

POST:	FITNESS INSTRUCTOR
JOB PURPOSE:	Your role is to deliver and support the Newport Live member journey. You will be working as part of a team supporting the member journey physically and digitally around goal setting and encouraging exercise adherence and advice. General housekeeping, maintenance and health and safety within the gym is also paramount. There will be times you are required to attend various events in order to promote and support the business. The role is subject to a six-month probationary period.
RESPONSIBLE TO:	Health, Fitness & Wellbeing Manager
SALARY:	£9.90 per hour
KEY RELATIONSHIPS:	Members of the public, partners and stakeholders and all Newport Live colleagues.
BASE LOCATION:	Newport International Sports Village (with some potential additional sites when requires at Newport Centre, Velodrome or the Active Living Centre)
MANAGEMENT RESPONSIBILITY:	Trainee fitness instructors, Volunteers

I will be successful in my role when:

- All of my key operational responsibilities are consistently delivered to a high standard.
- I achieve all key performance indicators specific to my role.
- I role model the behavioural values of Newport Live through my performance.
- I work collaboratively across departments and service areas to deliver exceptional customer service to Newport Live's customers.
- Through my performance and passion, I inspire people to be happier and healthier

HOW MY PERFORMANCE IS MEASURED



DISCLOSURE AND BARRING:

This post may result in you having contact with children, the elderly, sick or disabled. Newport Live, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those this would normally be regarded

as spent. You must complete the relevant section on the application form, applications will be returned if this section is incomplete. If successful in your application, you will subject to a Disclosure and barring check.

OPERATIONAL RESPONSIBILITIES:

- 1** To supervise our facilities with a warm, welcoming and friendly manner putting members at ease and the people skills to confidently approach them when they need help.
- 2** Support members with comprehensive bespoke journey which assess their individual needs, build progressive programmes which are strategic to their goals whether digital or in person.
- 3** Ensure that member adopt safe practices and standards, in the use and operation of equipment and amenities (internally and externally).
- 4** To present members with a journey that builds confidence and adherence to their goals which build around our digital solutions within the fitness facility.
- 5** Carry out the duties of a Fitness Instructor in accordance with the instructions contained in the Normal Operating Procedures and Emergency Action Plans
- 6** Work with the team of fitness instructors and the Fitness and Wellbeing Manager to promote various aspects of the business from gym challenges, member events, group exercise and outreach.
- 7** Support the team in building the business by providing retention calls, show rounds, price presentations, attendance of events and member referral drives as and when required.
- 8** Ensure areas of the fitness suites are clean, tidy and in good repair. Any defects and problems should be reported to the Leisure Operations Officer and recorded in the handover book in accordance with the Newport Live procedures.
- 9** To ensure a high standard of fitness suite cleanliness is maintained.
- 10** Work with the Team Leaders and Fitness, Health and Wellbeing Manager to attain set membership and retention targets
- 11** To undertake any other duties, commensurate with the grade of the post as directed by the line manager.

The person undertaking this role is expected to work within the policies, ethos and aims of Newport Live and to carry out such other duties as may reasonably be assigned by the Chief Executive of Newport Live. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed. The post holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.

FITNESS INSTRUCTOR – PERSON SPECIFICATION

Area	Essential	Desirable
Qualifications	<p>1.0 Must have a minimum of REPS Level 2 Fitness Instructing Qualification. (A)</p>	<p>1.2 To have obtained or be working towards CIMSPA recognized Level 3 PT Qualification.</p> <p>1.3 To hold a GP referral or other level 4 professional qualification (A)</p> <p>1.4 Strength and Conditioning coach (A)</p> <p>1.5 Evidence of continued professional development qualifications such as circuit training, kettlebells, group cycling, viper, yoga, Pilates, boxercise and exercise to music. Working towards will also be considered. (A)</p> <p>1.6 Up to date first aid qualification. (A)</p>
Knowledge, Skills & Competencies	<p>2.0 Knowledge of Newport Live services (I)</p> <p>2.1 Ability to display excellent levels of customer service within our member journey and supporting retention. (A)</p> <p>2.2 Good communications skills such as the ability to provide empathy, build rapport and make people feel at ease. As well as being able to communicate effectively in person, via email, telephone or video call (A, I)</p> <p>2.3 Competent with digital literacy and accompanying software such as Microsoft Teams, Microsoft Office, Android, IOS. (A, T, I)</p> <p>2.4 Being able to motivate customers with the correct tone and body language. (A)</p> <p>2.5 Understand the importance of screening, consultations and types of wellbeing advice that can be offered within your qualification limit (A, I)</p>	<p>2.6 To confidently up sell the business and be aware of its unique selling points (I)</p>

Experience	<p>3.0 Experience of working with people planning and delivering structured programs and reviews. (A)</p> <p>3.1 Confident with basic fitness testing: blood pressure, BMI, body fat percentage, step test and callipers. (I)</p> <p>3.2 Understanding of other important fitness suite duties such as cleanliness and health and safety (I)</p>	<p>3.3 Experience with digital programming and video exercise consultations (A)</p> <p>3.4 Experience with member sales tours and price presentations. (A)</p>
Personal Attributes	<p>4.0 Enthusiastic fitness ambassador with a willingness and passion to share sound and appropriate knowledge with clients. (I).</p>	<p>4.1 Willingness to partake ongoing training and development. (I)</p>
Other	<p>5.0 Ability to work flexible hours. (I)</p> <p>5.1v Understanding and demonstrate a willingness to promote positively the Equal Opportunities Policy of Newport Live. (I)</p>	

Method of assessment (* M.O.A.)

A: Application form (including shortlisting)

C: Certificate

E: Exercise

I: Interview

P: Presentation

T: Test

AC: Assessment Centre