**HEALTH AND FITNESS INSTRUCTOR**

**Reporting to Fitness and Wellness Experience Manager**

**YOUR PERSONAL PROFILE**

**YOUR ROLE…**

You are responsible for delivering a first-class service to Trafford Leisure customers and staff through the provision of first-class quality customer experience management.

You will take responsibility for the delivery of creating a first-class impression for the customers you welcome to your centre ensuring they enjoy a safe and professional service whilst using our health and fitness services and products.

Your role ultimately will contribute to the delivery of the Centres first class service to our customers keeping us at the forefront of leisure provision and generating growth and development for the continued success of the business.

**Our Vision**

Inspire and create opportunities for the people of Trafford to move more and live longer, healthier, happier lives

**Our Purpose**

Move More Everyday

**Our Strategic Outcomes**

Improving Health outcomes for all

Excellent facilities, activities and programs

Net zero by 2038

**YOUR SPECIFIC TASKS AND RESPONSIBILTIES INCLUDE BUT WILL NOT BE LIMITED TO**

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| 1. Welcoming club members onto the shop floor, answering any fitness enquiries they may have |
| 1. Actively engaging and promoting health and fitness to all customers |
| 1. Providing an induction and programme for each customer which is tailored to their specific needs |
| 1. Owning and managing the Health and Fitness services delivered at your centre, including ensuring cleanliness of equipment is ensured at all time |
| 1. To pay a role in the sales initiatives of the centre, such as handling membership enquires and proactively working on retention of customers |
| 1. Teaching and covering fitness classes as necessary |
| 1. Responding to feedback provided by customers and seeking resolutions for them directly wherever possible |
| 1. Supervision of the junior gym, including supporting the juniors with programme cards. |

**YOUR EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, AND BEHAVIOURS**

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| **EDUCATION AND QUALIFICATIONS** |
| 1. Level 2 Gym Instructors Award |
| 1. Desirable Level 3 Personal Training and Level 3 GP Referral Qualification |
| **EXPERIENCE** |
| 2. Previous experience in a busy fitness environment is desirable |
| **SKILLS AND ABILITIES** |
| 3. Working knowledge of health and safety policies and procedures. |
| 4. Problem solving, and solution focussed ability. |
| 5. Remain calm and resilient when faced with challenging situations. |
| 6. Proven ability to communicate effectively, building positive relationships with customers, colleagues and partners |
| 7. A passion for excellent customer service. |
| 8. Confident in using ICT Systems i.e. Microsoft Office, Social Media (Gladstone, Plus 2 etc). |
| **KEY BEHAVIOURS** |
| 9. Self-motivation and personal drive to improve self-growth |
| 10. Flexible, creative, and innovative to meet the needs of the business. |
| 11. Personal commitment to ensure activities and services are equally accessible and appropriate to the diverse needs of the customer. |
| 12. Excellent time management required |
| **OTHER** |
| 13. If required, a willingness to consent to and apply for an enhanced disclosure check. |
| 14. Ensure the safety and well-being of all individuals by adhering to safeguarding policies, and promptly alert the Safeguard Lead of any concerns, incidents, or potential risks. |

**25.07.24**