**Exercise Referral Specialist**

**Reporting to**

**Active Living Manager**

**YOUR PERSONAL PROfile**

**YOUR ROLE…**

The Exercise Referral Specialist role will support Trafford Leisure’s vision to inspire and create opportunities for the people of Trafford to move more and live longer, healthier, happier lives.

You will be responsible for delivering 12-week Physical Activity Referral programmes supporting people with long term health conditions to change behaviours which improve their physical and mental wellbeing.

You will take responsibility for creating a safe and person-centred approach for all new referrals, ensuring they enjoy a first-class service when engaging with our excellent facilities, activities and programme offer.

Working within a thriving, talented, happy and proud team, you will use your specialist knowledge to promote regular movement and physical activity helping our business to grow a new customer base.

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

|  |
| --- |
| 1. Working as part of the wider Trafford Leisure team to successfully deliver on our business objectives. |
| 1. Working closely with Fitness Team colleagues to build strong connections with customers and partners, helping Trafford Leisure to contribute to reducing health inequalities and inactivity levels across the locality. |
| 1. Working with Management colleagues to refine the Physical Activity Referral programme, feeding in your knowledge and ideas to meet the needs of our customers. |
| 1. Working closely with the Active Living Managers, being responsible and accountable for the administration, delivery and evaluation of the Physical Activity Referral scheme, alongside full adherence to the schemes operating protocol. |
| 1. To proactively engage with relevant campaigns and tools that support and help people understand and improve their own health. |
| 1. To attend PAR Huddles and any other relevant meetings for personal development opportunities. |
| 1. Represent Trafford Leisure both internally and externally, helping to raise awareness of the benefits of movement and physical activity. |
| 1. Work closely with the Active Living Managers to create case studies and share stories evidencing the experience of referrals participating on the programme. |
| 1. Live our core business vision and values, leading by example and being an active role model in maximising the contribution leisure provides to wider health and wellbeing outcomes. |
| 1. Adopt best practice and/or to look for continuous improvement which influence and embed change throughout Trafford Leisure to ensure we provide exceptional experiences ensuring we improve health outcomes for all. |

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

|  |
| --- |
| **EDUCATION AND QUALIFICATIONS** |
| 1. Level 3 Exercise Referral qualification essential. Level 4 specialist qualification desirable. |
| 1. Evidence of ongoing personal development and a commitment to undertaking appropriate training to further develop own skills and competencies. |
| **EXPERIENCE** |
| 1. Demonstrable experience of designing personalised programmes. |
| 1. Experience of working in both one-one and group settings, with the ability to deliver key messages around physical activity and wider health outcomes. |
| **SPECIALIST KNOWLEDGE** |
| 1. A clear understanding of all equipment handling, ensuring the safe and proper use of the equipment by customers. |
| 1. A clear understanding of all leisure operational procedures. |
| 1. A clear understanding of current physical activity guidelines. |
| 1. An understanding of the role of physical activity in the prevention of long-term illness and disease. |
| **SKILLS AND ABILITIES** |
| 1. Ability to motivate and support others to achieve personal goals and change behaviours. |
| 1. Excellent communication skills with the ability to build rapport and develop effective relationships with customers and colleagues. |
| 1. Ability to recognise and maintain a high level of confidentiality, alongside a good awareness of General Data Protection Regulation (GDPR). |
| 1. Confident in using ICT Systems i.e. Microsoft Office, Plus 2, Refer All. |
| 1. Excellent planning and organisational skills, with the ability to work accurately, with high attention to detail. |
| **KEY BEHAVIOURS** |
| 1. Demonstrable behaviours in line with Trafford Leisure’s MOVE values. |
| 1. A passion for the role of physical activity in the health and wellbeing of Trafford’s communities. |
| 1. Flexible, creative, and innovative to meet the needs of the business. |
| 1. A professional and customer focussed approach who inspires improvement and development in people, performance, and processes. |
| 1. Personal commitment to ensure activities and services are equally accessible and appropriate to the diverse needs of the customer. |
| **OTHER** |
| 1. If required, a willingness to consent to and apply for an enhanced disclosure check. |
| 1. 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. |