

Job specification



Job title: Fitness Instructor
Service: Leisure and wellbeing
Grade: G4
Reporting to: Assistant Manager

Your job

As a BeWell Fitness Instructor, you will be part of a team helping to increase participation within leisure centres. You will support management in delivering and driving our core gym and studio products, such as Gym Inductions, 121 Consultations, Programme Reviews, Health Assessments, small group training and Personal Training. In doing so you will have the ability to deliver group exercise classes or a future commitment to upskill in this area.

We are dedicated to developing individuals who are passionate about improving fitness to residents across the Borough to ensure you succeed to become the best Instructor you can be.

The BeWell team are committed to supporting the health and wellbeing of our residents across the Wigan Borough. Whether this be supporting our youngest residents embark on their first swimming lesson or supporting individuals and community groups with existing exercise and wellbeing programmes. We pride ourselves on offering an extensive and diverse range of physical activity to support our residents.

You will have the ability to work in a fast-paced environment whilst ensuring that you always deliver a high level of professional customer service.

You will be expected to work a variety of shifts which will vary across Monday to Friday and weekends on a rota basis.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

On an ongoing basis you will:

- Have a sound understanding of the safe use of all equipment in the Fitness Suite and ensure that all participants using fitness equipment are educated on its safe use
- Advise and provide customers with appropriate training programmes
- Have flexibility to work across all sites within the Wigan portfolio to ensure as and when required Fitness Instructors can be placed at any leisure site to ensure service delivery is not disrupted.
- Positively assist with the marketing initiatives implemented for the Fitness Suite to ensure that the annual attendance level targets are achieved. Job specification

- Assist with the development and operation of fitness initiatives within the leisure centre and the specified outreach area of the Centre.
- Ensure all equipment in the Fitness Suite is maintained to the specified standard for safe usage including cleanliness/ hygiene standards.
- Ensure all participants using the Fitness Suite are in possession of a valid receipt, fitness induction card and, if relevant, Fitness Pass.
- Maintain safety and control of customers in accordance with the 'Code of Conduct' and other relevant guidelines, policies and procedures as provided, to prevent injury, misuse, and damage to facilities in all areas.
- Work in co-ordination with the Wellbeing Team to ensure the success of any Wellbeing Initiatives.
- Attend meetings and training days relevant to Fitness facilities.
- Update and maintain accurate records to capture participant numbers in conjunction with business KPI's .
- Integrate your role when required with wider related services such as Wellbeing classes, sessions, and commissioned delivery services. to assist in wider deliver and engagement of our customers and residents within the borough.
- Attend any qualifications that would be deemed appropriate to support an improved service delivery
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need

You must be able to demonstrate the following essential requirements:-

- Recognised Fitness qualification.
- Current First Aid Certificate OR ability to successfully obtain within 4 weeks of conditional offer made – Individual will be booked on a course within the 4-week's timeframe.
- Appropriate training or shadowing will be explored and implemented to ensure Fitness Instructors are confident and equipped to cross work at all other sites additional to their current home site when necessary.
- Experience of working in a customer service environment.
- Experience of working in a Leisure Centre or similar environment is desirable.
- Excellent interpersonal skills and the ability to work with a range of staff and customers.
- The ability to use your own initiative and work flexible as part of a team.
- Be enthusiastic, flexible and committed to providing excellent customer care.
- Willingness to work when most people are enjoying their leisure time.
- Good organisational, verbal and written communication skills.
- Ability to effectively instruct, coach and develop participants with differing abilities including those that may have varying disabilities.
- The ability to plan and manage your own time to meet deadlines.

- The ability to work in a busy environment, managing and prioritising demands whilst maintaining high standards of service and remaining patient with participants.
- Able to maintain and keep up to date records through various IT systems.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough