

Fitness Instructor Job Description

# Background

Uppingham School, founded in 1584, is one of Britain’s leading co-educational independent boarding schools. It is located in the small market town of Uppingham, amid the rolling fields of Rutland.

# The School

Almost 800 pupils live on site 24/7 and are accommodated in 15 boarding houses, taught by two-dozen academic departments, and participate in numerous extra-curricular activities such as sports, music, and drama.

The School has over 600 full-time and part-time employees. The academic structure is supported by support departments responsible for buildings and grounds, maintenance, finance, catering and boarding house services, IT network, HR, health & safety, legal affairs, sports centre, health care and the School’s trading subsidiary.

The School is situated on a 120-acre estate with over 75 buildings.

# The Sports Centre

The Sports Centre is a dual use facility for both Uppingham School and the local community. As well as providing a first-class facility for the School’s pupils, the Centre has been designed to allow increased access by local residents, sports clubs and schools. It includes a sports hall, 25m swimming pool, gym, squash courts and dance studios. The Centre also houses the School’s PE Department and includes a hospitality suite for match-day entertaining. In November 2016, the Centre’s fitness studio was refurbished and supplied with new state-of-the-art fitness equipment creating an enhanced 60 station fitness studio.

After accommodating the educational and social demands of pupils, the School is eager to develop wider access to the Centre and to encourage participation by the local community in a range of sports and leisure activities organised and managed by the Centre staff. The Centre is managed by the School’s trading company on a commercial basis. Critical to the success of the Centre is a commercially targeted and client focused team. Staff will readily accept the responsibility of representing the School and enterprise company in the local community.

# Job Purpose

To be the first point of contact in the Fitness Studio for pupils, staff and the general public representing the Fitness Team in a friendly, helpful and courteous manner. Our Fitness Instructors will be trained to set tailor made programmes around the needs of the individual and provide them with highest levels of customer care.

**Reporting to:** Fitness Manager

# Responsibilities:

* Making sure the Fitness Studio is kept safe, clean and tidy at all times for our members and pupils to use in compliance with health and safety regulations.
* To deliver high levels of service in customer care to our members and pupils.
* Supervise pupils and ensure their safety.
* Achieve Personal Training and product sales targets.

# Main Duties:

**General**

* To maintain cover of the Fitness Studio floor and provide a high level of customer service to all members and pupils.
* Greet all visitors to the Fitness Studio in an appropriate and friendly manner.
* Deal promptly with enquiries or problems in the Fitness Studio with a friendly, kind and helpful manner.
* Carry out inductions in the Fitness Studio in line with the user’s individual goals and needs and deliver them with great customer service.
* Complete, sign and date daily open and close procedures for the Fitness Studio.
* Complete, sign and date cleaning and maintenance schedule daily for the Fitness Studio.
* Deal with any comments or complaints positively and efficiently following correct procedures.

# Sales

* Direct any bookings or enquires to the Front of House team.
* Promote activity schemes, fitness challenges, loyalty schemes and sales promotions.

# Administration

* Answer all incoming phone calls and record and follow up as necessary.
* Ensure all new members or day users have completed a Par-Q form which has been checked and signed by a Fitness Professional before they are permitted to use the Fitness Studio.
* Update and maintain the membership database when required.
* Take messages, passing them on as appropriate.

# Person Specification:

The selection of candidates for short-listing will be based on this specification and candidates should bear this in mind when preparing their application and completing the application form.

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
| QUALIFICATION S | * Level 2 Gym Instructor | * PT qualification * Level 3 Exercise Referral * Group Exercise Qualifications |
| SPECIALIST SKILLS & EXPERIENCE | * Comfortable with group instructing * Experience of Personalised Programme Setting | * 1-2 years’ experience of working in a Fitness Studio |
| PERSONAL QUALITIES | * Focus on good customer service * Good people skills * Good communication skills * Ability to work well as part of a team * Ability to use own initiative and display a pro-active approach to instructing * Flexible and can-do attitude * Ability to deal confidently with a wide range of people, including pupils, staff and members of the public | * Evidence of CPD |

Please note this job description outlines the main duties and responsibilities of the position and is designed for the benefit of both the post holder and Uppingham School Sports Centre in understanding the prime functions of the post. It should not be regarded as exclusive nor exhaustive as there may be other duties and requirements associated with and covered by the post.

# Terms and Conditions

* **Working Hours**

25.08 hours per week. Working on a shift pattern to cover the Centre’s opening hours of 06:45 to 22:30, Monday to Friday, 07:30 to 18:30 on Saturdays and 07:30 to 21:30 on Sundays.

Due to the need to retain a level of flexibility, the Sports Centre reserves the right to vary any agreed shifts between Monday and Sunday (whether temporarily or permanently), with notice of one week in advance of any changes to the Rota.

* **Salary** £14,472.00 per annum
* **Probation period** 6 months
* **Holiday** 25 working days (pro rata). Bank holidays are normal working days and are included in this holiday entitlement except for the Bank Holidays when the Centre is closed (normally Christmas Day, Boxing Day and New Year’s Day).
* **Benefits** Free membership of dual-use Sports Centre (£25 annual joining fee) Free staff lunches in term-time

Retail, gym, supermarket, cinema and restaurant discounts (via Sodexo platform)

Cycle to work scheme

Employee Assistance Program which provides a range of support including counselling and legal advice.

Occupational Health Services to support staff who have health/medical issues

Free annual ‘flu jabs

Recognised as a “Disability Confident” employer Recognised as a “Mindful” employer

Uppingham is a forward-thinking employer that values all staff and the contribution they make. We are forever reviewing our benefits in order to recognise and reward staff appropriately.

# Safeguarding

The post-holder’s responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and ensure compliance with the School’s Safeguarding (Child Protection) Policy at all times. If in the course of carrying out the duties of the post the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the School s/he must report any concerns to the School’s Designated Safeguarding Lead or to the Headmaster.

# Note

This Job Description is not an exhaustive list of what may be expected of you in the role. It is non- contractual and may be amended by the School from time to time.