

JOB DESCRIPTION

Job title:	Fitness Instructor
Responsible to:	Fitness Centre Manager
Staff reporting:	N/A
Location:	Any one of the organisation's premises as allocated, working across all sites as required
Hours:	25.5 hours per week over 5 days
Status:	Permanent
Pay & grade:	£9.50 per hour (Pro-rata)

Context

YMCA London City and North (YLCAN) is an independent charity that is affiliated to the YMCA movement. We work across some of London's most deprived boroughs in Islington, Haringay, Tower Hamlets, Newham, Barnet and Hackney as well as the City of London. Over 600,000 young people call our area of London home.

Young people are at the centre of all we do. Our vision is for a society where they are equipped to create a future of their choosing. We collaborate with them so that they make informed choices through access to accommodation, youth services and community engagement.

Over 150 years we have helped tens of thousands of young people. Today, at any one time we accommodate over 400 young people who are experiencing homelessness and we positively impact the lives of thousands.

Our core values include mutual respect for individuals with different cultures, beliefs, and perspectives; encompassing diversity and inclusion; equality of opportunities and accessibility.

Our services for young people and communities in London also include Youth Hubs, Community Outreach and Child Care. Our Crouch End and London Marathon Fitness Centres provide a strongly community orientated, inclusive gym environment, where people support each other to achieve their fitness goals.

Job purpose:

The purpose of the role will be to inspire our clients to achieve their goals. You will coach clients on effective personal programmes appropriate to their needs and aspirations, teach group exercise classes based on your expertise and advise on the safe use of our exercise equipment. At all times you will help create a community orientated environment and deliver excellent customer service.



Duties and responsibilities

Client Interaction

- Creating exercise programmes for clients, working with them to assess and correct their diet, weight and lifestyle
- Demonstrating and instructing on how to use the gym equipment safely and appropriately to new and existing members
- Advising on healthy eating and lifestyle
- Supervising users of the equipment to ensure they are exercising effectively and safely
- Carrying out fitness assessments, consultations and inductions with new members, demonstrating routines for them to follow
- Teaching and covering studio fitness classes and online classes when needed at an acceptable level
- Planning personal training programmes, keeping records of individual progress and maximising time by careful planning
- Providing feedback to clients on progress
- Actively promoting and selling products and services
- Delivering centre tours to new clients

Gym Equipment

- Cleaning gym equipment at the end of each shift
- Checking the studios are clear of rubbish and ready for morning / afternoon class sessions
- Regularly checking equipment, for faults
- Reporting faulty / broken equipment to the fitness centre manager

Premises

- Ensuring security of the Fitness Centre's property and premises
- Taking possession of security keys to open and close the Fitness Centre as required
- Ensuring a safe and secure environment for employees, contractors and visitors

GDPR and Data Protection

- Maintaining the integrity of all personal data; protecting personal data from breaches and maintain the confidentiality of personal data
- Reporting any data breaches promptly to your line manager

General

- At all times ensure a compassionate, professional and efficient public image for the charity.
- Participate in 1-2-1, annual review, and learning and development and take personal responsibility for maintaining the knowledge and skills required for the role.
- Participate in our public facing and team building events.
- Take responsibility for ensuring your own health and safety and that of others who may be affected by your acts and omissions. Report any health and safety risks to your manager.
- Be familiar with and attentive to safeguarding requirements. Report any safeguarding concerns to the assigned Safeguarding Officer.



- Demonstrate commitment to equality, diversity and inclusion in your work.
- Work within the policy frameworks and adhere to the terms in the employee handbook.
- Committed to a framework that encourages equality of opportunity and diversity
- Ensuring they do not compromise the health and safety of others and themselves in the workplace; taking reasonable care for the health and safety of his/herself and of other people who may be affected by act or omissions at work
- Undertake supervision and training
- Maintaining record, and compile monitoring data as requested
- Ensuring that work that should be undertaken by a suitable qualified professional is not undertaken without the proper checks
- Undertaking other duties as requested by their line Manager

Dimensions

The working pattern is set between the postholder and *the* Fitness Centre Manager. Regular 1-2-1 meetings will take place with the Manager.

Scope and limits of authority

Accountable for the quality of the service; responsible for ensuring deliver own tasks in a timely and professional manner to the required standards.

Accountable for the health and safety of our clients within the fitness environment and within any classes and programmes



PERSON SPECIFICATION

Knowledge, Qualifications and Experience	Essential
Must be qualified to at least NVQ level 2 (or equivalent) or higher in a nationally recognised fitness-related discipline	✓
Must have a safeguarding certificate within the last three years	
Hold an up to date First Aid certificate	
Experience in a comparable role, preferably in a similar provision	
Experience in Plus2 system	
Experience of providing direct advice, guidance and information to the public	✓
Knowledge of food, diet, nutrition and first aid	✓
Experienced in fitness assessment and exercise prescription	✓
Knowledge of Health and Safety responsibilities in a sports / fitness centre	✓
Knowledge of membership administration and sales techniques	
Experience of routine maintenance of fitness equipment	✓
Skills and Abilities	
Excellent communicator, both written and verbal, specifically with excellent interpersonal skills and an ability to motivate and relate to people from a broad range of backgrounds and cultures	✓
An effective team player, combined with an ability to work under own initiative	✓
A responsible attitude towards maintaining the equipment of the Fitness Centre	✓
Personal Qualities	
Has an understanding of Christian Ethos, able to value people of all faiths or none	✓
A commitment to providing high-quality services	✓
High level of self-awareness and commitment to own continuous development	✓
Commitment to equality, diversity and inclusion and an understanding how it applies within this role	✓
Other Requirements	
Willingness and ability to work outside normal office hours	✓
Willingness to work flexibly in response to changing organisational requirements	✓

