



Job Title: Group Fitness Instructor

Responsible To: Fitness Manager

Direct Reports: None

Place of Work: Based at a specific site but expected to travel to other venues as a when required.

Purpose of the Job

To organise and deliver exciting and challenging Group Fitness activities.
To provide quality customer service and safe, accessible coaching to deliver the highest standard of Group Fitness class.

Job Summary:

- Teach fitness classes as defined in job title.
 - Customer focused with knowledge of the fitness service, answering customer enquiries, and promoting Sheffield City Trust
 - Set up and set down duties.
 - Upkeep of Group Fitness areas to ensure safety of participants.
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Key Responsibilities:

1 Core Values

- Promote the Company's core values through personal behaviour and by challenging behaviour that is contrary to the core values.

2 Customer

- Provide a quality experience to the customer by guiding, motivating and instructing whilst ensuring the highest level of customer care is provided at all times.
- Take positive steps to identify and overcome barriers to participation amongst all target groups prioritising access and inclusion.
- Ensure that activities are inclusive for all, regardless of race, gender, disability or sexual orientation.
- Ensure the customer has excellent service every time. Attend to all customer queries in a caring and helpful manner and with a commitment to dealing with the issue in a positive way.
- Advise, motivate, and build a rapport with customers.

- Evaluating performance and providing suitable feedback, balancing criticism with positive and motivating comments where required.
- Communicating instructions and commands using clear, simple language.
- Demonstrating an activity by breaking the task down into a sequence.
- Encouraging participants to gain and develop skills, knowledge and techniques.

3 Operations

- Prepare and implement well-structured and progressive coaching programmes ensuring high quality, enjoyable coaching expertise centred on the needs of the participants.
- Be a positive role model, creating a positive fun environment in which to motivate and encourage all customers to participate in physical activity.
- Bring forward proposals and suggestions for improvements and innovation.
- Strictly adhere to all policy and procedure relating to Health and Safety, environmental, management, operational standards, equality of opportunity, customer care, data protection, welfare, and discipline.
- Complete such documentation as may be necessary including timesheets and health & safety accident reports.
- Willingness to work flexibly including evenings, weekends, and bank holidays.
- Develop and implement a structured training plan where required and maintain records of participant performance.
- Submitting Timesheets and Annual Leave requests in a timely manner, adhering to company policy.
- Ensure the appropriate and safe use of all facility equipment in accordance with the manufacturer's instruction and the Normal Operating Procedure.
- To set up and set down any equipment required for the delivery of the session and maintain efficient time management, so the programme runs to schedule.
- To check all equipment at the start and end of each session, ensuring it is safe and fit for purpose. Report any concerns / issues immediately to your Line Manager or Duty Manager.
- Any other duties, as may be reasonably required by your line manager.

4 Financial

- Meet and exceed attendance targets for sessions based upon area capacity and cost per head.

5 Key Performance Indicators

- Meet recruitment and participation targets set out by your line manager.
- Build class attendance figures to achieve KPIs as outlined by your line manager.
- Continually monitor and evaluate the delivery of the activity making positive changes where required.
- Provide your Line Manager with valid copies of all relevant qualifications.
- Provide your own mic holder/belt pack/batteries and mic muffler and ensure correct usage of all PA and audio equipment provided.

6 Health & Safety

- Take care of your own Health & Safety and cooperate with management, so far as it is necessary to enable compliance with the company Health & Safety rules and legislative requirements.
- Conduct health screening on new customers to help to identify any potential areas of concern.
- Ensure the coaching area is clean, presentable, and free of potential hazards.
- Always Working to a high ethical standard, particularly in relation to issues such as a child safeguarding and health and safety requirements.
- Deliver Group Fitness classes in line with qualifications held.

7 General Requirements (where required)

- Participation in staff meetings
- Attendance at and participation in external training courses and internal training and development courses as required by the Company.
- Participation in quality assurance systems (Quest, NBS etc)