RESPONSIBILITIES

Reporting to the Club Supervisor, this role will involve providing fitness advice, inductions and suitable training programmes for all our gym members. You will be responsible for the smooth and safe operation and customer satisfaction within the gym environment. You will also support the leisure classes, activities and letting of the facilities.

ROLE SUMMARY

To provide excellent customer service in all areas of the gym environment, ensuring the highest possible standard of service. Offer professional high quality fitness advice and instruction.

MAIN DUTIES & RESPONSIBILITIES

- To build effective rapport and relationships with our members in order to achieve their individual goals.
- Carry out gym consultations to the recognised industry standards and design training programmes for our members.
- To teach and demonstrate safe and effective exercises.
- Ensure the gym equipment is correctly used.
- To maintain and clean all equipment.
- To understand and give advice on nutrition which can improve lifestyle.
- To actively promote and sell the various memberships we have available.
- Engage with customers of all ages and abilities through good interaction and encouragement to ensure the on-going use of our facilities.
- Responsible for the safety and enjoyment of our customers whilst using the gym facilities.
- To enhance the reputation of our services and facilities.
- Maintain and update the membership database system in accordance with the Data Protection Act 1998.
• Ensure that all financial transactions are completed in accordance with the Perins Community Finance Procedures, including security, processing and banking and liaise with the school finance team as and when needed.
• To ensure Safeguarding and Health & Safety procedures are being followed.
• Be motivated and contribute ideas to the team and gym.
• Able to seek solutions and resolve problems, as and when they arise.

ADDITIONAL TASKS

• Reception duties
• General administration duties

PERSONAL SPECIFICATION

• Experience in the leisure and fitness industry
• Level 2 Fitness Instructor Qualification
• First Aid Qualification desirable but not essential
• IT Skills including Outlook, Word, and Excel
• Have a friendly and professional approach
• Be physically fit
• Outgoing and confident with people of all ages
• Able to work shifts including weekends
• REPs Registered

What we offer

• Job related training in IT, First Aid
• Free gym membership and discounted fitness classes

Other Information

• Position requires a full DBS check to be carried out before work commences