

# THE PICKAQUOY CENTRE

## FITNESS ADVISOR

### JOB DESCRIPTION

<b>NO. OF HOURS:</b>	35
<b>RATE OF PAY:</b>	£8.36
<b>DATE PREPARED:</b>	June 2019
<b>RESPONSIBLE TO:</b>	Fitness, Health & Wellbeing Manager
<b>RESPONSIBLE FOR:</b>	Not applicable

**PRINCIPAL FUNCTIONS:** Overview

Your role will act as an ambassador for The Pickaquoy Centre and as such you will be expected to be a dynamic, self-motivated member of the team who thrives in a fast paced and changing environment.

To promote and provide all service functions in respect of fitness products and services delivered by The Pickaquoy Centre Trust whilst ensuring that service excellence is provided at all times. To assist in maximising the income potential of The Gym and associated areas through providing membership information, industry knowledge, expertise and working experience of the Fitness industry.

**Main Duties**

1. To assist the Senior Management Team in the daily operation of the facility.
2. To welcome all customer user groups and apply up to date knowledge of all products and services.
3. To provide tours for prospective members and users whilst making them aware of the products and services available.
4. To assist in the organisation and delivery of a wide range of special events, fitness activities/programmes to meet varying customers needs which will include fitness consultations, fitness assessments and fitness programmes as part of daily operations.
5. To ensure correct usage of The Centre facilities by the public as stated within The Centre's Admissions Policy and adhering to Operational Procedures at all times.
6. To interact and converse with Gym users to create a customer focused Gym environment.
7. To actively sell and promote all membership packages and services available to all customers.
8. To provide outstanding levels of customer service at all times.
9. To ensure the facilities are maintained in an excellent condition, adhering to hygiene standards to assist in continued service excellence.
10. To undertake administrative tasks and enquiries as required.
11. To ensure all health and safety requirements are adhered to.

12. To be willing to undertake training to deliver exercise classes as part of your daily duties.
13. To be willing to undertake training to gain a Fitness Instructor Level 2 Gym qualification (where applicable).
14. To assist with emergency procedures ensuring the safety of staff and public.
15. To ensure that all duties are carried out with due regard for the Trust's Equal Opportunities Policy along with any other associated policies and practices.
16. To assist in the continuous improvement programme as measured by the Quality improvement scheme.
17. To be willing to undertake continuous professional development as required by the Management Team.
18. To undertake any other duties as the Management Team may require.
19. The post holder may be required to work at other sites operated by The Pickaquoq Centre Trust.

### PERSON SPECIFICATION

Attributes	Essential	Desirable
<b>Professional / Educational Qualifications –</b> <ul style="list-style-type: none"> <li>• To hold a minimum Fitness Instructor Level 2 nationally recognized gym qualification.</li> <li>• To hold additional nationally recognized fitness and/or group exercise qualifications</li> <li>• To hold a Personal Training Level 3 nationally recognized qualification.</li> <li>• To hold a First Aid at Work qualification</li> </ul>		✓ ✓ ✓ ✓
<b>Relevant work / other experience –</b> <ul style="list-style-type: none"> <li>• To have a working knowledge of Microsoft office applications.</li> <li>• To have previous experience of sales.</li> </ul>	✓	✓
<b>Skills and Abilities –</b> <ul style="list-style-type: none"> <li>• To have excellent time management, organisational and communication skills.</li> </ul>	✓	
<b>Personal Qualities –</b> <ul style="list-style-type: none"> <li>• To be conscientious and treat all sensitive information in a confidential manner</li> <li>• To demonstrate an ability and commitment to being an effective team member within a small, dynamic and innovative team</li> <li>• To be meticulous in your personal presentation and adopt the Centre's dress code</li> </ul>	✓ ✓ ✓	
<b>Additional Job Requirements –</b> <ul style="list-style-type: none"> <li>• To be available to work on a rota system which will include early mornings, late finishes and weekends</li> <li>• To become a member of the Protecting Vulnerable Groups Scheme</li> </ul>	✓ ✓	