

## Fitness & Wellbeing Instructor

### Job Description

<b>Responsible to:</b>	Health and Wellbeing Manager
<b>Hours of Work:</b>	24-32 hours per week, worked on a rota basis, including mornings, evenings, weekends and public holidays
<b>Work Location:</b>	Surbiton, although may be required to work at any YMCA St Paul's Group location

### **Job Purpose**

Working as part of a team providing a creative and motivating environment within our Health and Wellbeing Department. Contributing to the day-to-day running of YMCA St Paul's Group gyms, inducting and supervising gym users, providing for individual and collective health and wellbeing goals. Conduct personal training, and gym based small group sessions, providing a safe and effective environment whilst being friendly and approachable. If suitably qualified, deliver and assist with the exercise referral programme.

### **Organisation Context**

The vision of YMCA St Paul's group is of 'places where young people thrive and communities flourish'. Its mission is to be 'an inclusive Christian Association transforming communities so that all young people can belong, contribute and thrive'. We are inclusive of all faiths and none - we seek to welcome everyone, offer excellence in all we do, inspire hope in others for what they might achieve and strive to grow and develop both people and places.

YMCA St Paul's Group (SPG) emerged from the coming together of four separate Associations over an 18-month period. The group is the largest YMCA in Europe and one of the largest providers of supported housing in London and beyond, providing a safe place to stay for over 1,200 residents each night.

As well as accommodation, education and training, the Association is focused on the transformation of communities through its 6+ Health and Wellbeing Centres, including an outdoor swimming pool and a wide range of Children, Youth and Family programmes including nurseries, after school clubs and soft-play centres. We actively explore opportunities to work in partnership with external organisations and agencies with have a common goal to deliver excellent services and activities. Through merger and accompanying new investment we expect the range, reach and impact of our services to grow so that we can better realise our vision.

## Duties and Responsibilities

### Service Delivery and Customer Experience

- Provide at all times an exceptional level of customer care to members and public alike by adhering to YMCA customer care standards and below services whether that be on site, online or on demand.
- Maintain a high presence on gym floor, interacting and assisting with members and their needs and offer advice and guidance to members in relation to new techniques and methods.
- Assist in or conduct prospective member tours as required. Be fully informed of sales and membership procedures, prices and terms.
- Be conversant in all the Association's software including membership software and complete gym related administration using the membership system.
- Be familiar with the aims and objectives of the lifestyle questionnaire, in order to be able to competently screen participants prior to exercise.
- Deliver and work towards at least 50% of all new monthly members complete the stages of the 'Get Started' programme, adhering to the programme procedure by booking in members and following up with the members to get feedback from them.
- Administer, record, and update each member's programme as appropriate.
- Promote and support active and healthy lifestyles whilst participating in community projects and events.

### Specialist Services

- If appropriately qualified (level 3 or equivalent), to recruit and advise personal training clients outside normal working hours.
- Plan and deliver high quality gym and multi-sport sessions to local schools, colleges or children's birthday parties as appropriate qualified.
- Teach small group classes and gym workshops (as appropriately qualified) for a range of diverse users, as set out in the YMCA Programme or at special events.
- If holding an Exercise Referral, or specialist population health qualification, work with members who have been referred under the Exercise Referral Scheme – assessing their needs, developing suitable programmes of intervention, and working with clients to reach their goals.

### Facilities and Health and Safety

- Ensure equipment is maintained in good working order at all times, ensuring any faults are recorded and reported immediately.
- Ensure the timely and safe set up / down of gym & sports equipment.
- Clean, maintain equipment, studios and rooms as per the schedule set out for the appropriate area.
- Set up equipment to meet the needs of the Health and Wellbeing programmes.
- Adhere to and maintain all policies as set out by YMCA St Paul's Group including the associations' Health and Safety Policy.
- Open up and close down the section when on the relevant shift, in accordance with the gym opening / closing procedures.

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## General – All Staff

- Attend all relevant training and development programmes.
- Attend all relevant cross departmental, and Association meetings as and when required.
- Undertake all duties with regard to the Association's Equal Opportunities and Diversity Policy and other policies and procedures adopted by the Association.
- Respect the Christian ethos of the YMCA and uphold its values.
- Undertake any other reasonable duties as requested by line manager.

## Scope and Limits of Authority

Most procedures are set out and hence there is no expectation to make decisions outside job remit. However, many new situations will arise which Advisors have to handle, sometimes without immediate access to the Health and Wellbeing Manager/ Duty Officer.

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### Person Specification/Key Competences

<b>KNOWLEDGE</b>	
<b>Essential</b>	<b>Desirable</b>
Knowledge of the Exercise Referral System	Hold or be working towards a recognised Level 3 qualification
Hold Level 2 fitness qualification approved by CIMPSA	Hold a universally recognised exercise class qualification approved by CIMSPA
Knowledge of the health and wellbeing industry and of community development programmes	Level 2 (or above) NGB Sports coaching qualification
<b>Essential</b>	<b>Desirable</b>
Experience working in a gym or fitness studio	Relevant work experience with an Exercise Referral Scheme
Experience of working in a team environment	Relevant work experience with personal training clients
Experience of selling memberships	Relevant work experience with exercise or small group classes
	Experience in sports coaching and working with young people or hard to reach groups
<b>APTITUDES AND SKILLS</b>	
<b>Essential</b>	<b>Desirable</b>
Able to develop and maintain positive working relationships with others	
Able to form non-judgemental and constructive relationships, especially with vulnerable people, whilst holding clear boundaries	
Able to produce reports and present work analytically	
Excellent communication and interpersonal skills	
Able to confront difficult situations and reconcile different viewpoints	
Able to proficiently use IT systems, including working with databases, Microsoft office, email, internet	
Good planning and organisational skills in order to manage a busy and varied workload	
Able to work unsocial hours, including evenings, weekends, and public holidays	
Able to travel to different YMCA sites	

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Able to work effectively in an Equal Opportunities & Diversity environment	
Able to respect the Christian ethos of the YMCA and uphold its values	

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