

Post Title	Health & Fitness Instructor
Division	Community Leisure Operations
Section	Operational Facilities
Location	Citywide

Responsible to	Facility Duty Manager
Responsible for	No direct reports

Job Purpose

- 1 To provide safe exercise prescription, encouragement, support and advice to members, in order to assist them in achieving their fitness goals.
- 2 To develop the health and fitness offer within Sport Aberdeen including supporting on the delivery of classes and the Sales and Retention Strategy.

General Responsibilities

- 3 Ensure the effective management and utilisation of the financial resources, in line with the Company's financial regulations.
- 4 Be aware of and committed to the equal opportunities' principles and practices of the company.
- 5 Employees are responsible for the implementation of the Health and Safety Policy in so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the Health and Safety arrangements to ensure these are implemented and developed as necessary.

Role Specific Responsibilities

- 6 To provide and perform high level, effective fitness programmes, goal setting and to inspire and motivate customers who purchase the personalised fitness coaching services.
- 7 To motivate and inspire customers to become more active more often.
- 8 Ensure members receive highest level of customer service, follow-up with members and regularly update their exercise programme. Encourage the use of all the facilities and exercise options.
- 9 To promote the personalised fitness coaching product to members and support with other promotions as directed by the Health and Wellbeing Coordinator and venue Operations Manager.
- 10 Be responsible for building and maintaining your client base in your own time, ensuring that clients and venue staff have clear view of diary availability.
- 11 To ensure that key performance targets in relation to membership penetration, client progress, member retention, and income generation are reviewed and met.
- 12 Support the development and implementation of retention initiatives and encourage customers to make physical activity a part of their daily lives.
- 13 Identify and support the development and delivery of other health & wellbeing products and initiatives, such as group exercise and membership sales and retention activity.

Methods of Working Expectations

The post holder will be expected to:

- 14 Adopt a participative and collaborative style of working, underpinned by strong interpersonal skills that ensure effective team work with partner's stakeholders and colleagues.
- 15 Be expected to exhibit the highest standards of professional behaviour, creating effective working relationships with the voluntary sector based on mutual trust and respect.
- 16 Use appropriate management information systems, maintain confidentiality and observe data protection guidelines.
- 17 Work with information technology and associated systems, and where appropriate, existing technology arrangements and consultative procedures will be applied in accordance with Company policies.
- 18 Undertake appropriate training associated with the duties of the post.
- 19 To act as a health and physical ambassador for Sport Aberdeen and represent the company in a positive and healthy light.

General Conditions

- 20 A flexible approach to working is required [time off in lieu (T.O.I.L) system is in operation].
- 21 Your hours of work may be carried out in line with the needs of the individual client, and within the opening hours of the venue. This may include early morning, evening, night and week-end work. The detail of the shift rota and your working pattern will be supplied to your line manager.
- 22 A car mileage user allowance is payable [if using your vehicle for work purposes you must have insurance for business use].
- 23 The Company operates a no-smoking policy.
- 24 The job description is a representative document. The duties of the post can be varied provided they remain commensurate with the level of responsibility.

Prepared/Updated by Evelyn Mair – Group Health & Fitness Manager

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Approved by

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