

**Job Description**

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| Job Title: | Fitness Coach |
| Faculty/Department:  Subject Group/Team: | Commercial services  Hull Sport |
| Reporting to: | Wellness & Performance Manager |
| Duration: | 36.5 hours per week Continuing |
| Job Family: | Sport |
| Pay Band: | 4 |
| Benchmark Profile: | Fitness Instructor Band 4 |
| DBS Disclosure requirement: | No |
| Vacancy Reference: | EST-002-LW |

**Details Specific to the Post**

**Background and Context**

In 2019 the University of Hull completed a £17m investment into the sport facilities; the Hull Sport Park. The Hull Sport Park proudly boasts world class on-campus sport facilities including the iconic Allam Sport Centre.

The Hull Sport service has a reputation for delivering first class sport services both on the main campus and in the community.

This is an exciting time to be part of the Hull Sport team and play a role in delivering an excellent customer experience for our students, staff and community in the region’s premium sport and fitness facilities.

The Hull Sport team is committed to encouraging people to join in, belong and grow in our community, together.

Hull Sport sits within the commercial services, playing a key role in delivering an excellent student experience on campus and supporting the wellbeing of all of our students.

### Specific Duties and Responsibilities of the post

Working as a member of the Allam Sport Centre, the Fitness Coach will ensure that the Fitness suite is prepared for planned usage and provide a high standard of customer care. Specific tasks/duties include:

* As a member of the front line staff to be responsive to the needs of customers, constantly available to provide help and advice and be pro-active in engaging customers
* Reporting to the Wellness & Performance Manager or Wellness Team Leaders for the day-to-day running and supervision of the facility upholding Hull Sport brand standards
* To be responsible for the delivery of an agreed and documented induction process to all customers into the Fitness Suite over a variety of sites operated by Hull Sport
* To have full knowledge of the equipment training systems and show customers how to get the full benefits of using the systems
* To deliver fitness classes as and when required holding relevant instructor qualifications
* To give training assistance to users including the use of equipment.
* To ensure the highest standards of hygiene and cleanliness throughout the Fitness facility
* To direct and supervise the activities of users to prevent injury, misuse and damage to facilities and equipment.
* To report equipment faults in accordance with agreed procedures.
* To provide support in the promotion and development of the facilities and sporting products.

**GENERIC JOB DESCRIPTION**

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

### Overall Purpose of the Role

The role holder will:

1. The role holder will deliver a service to staff and students.
2. The role will involve maintaining systems and/or undertaking routine tasks that support the working of teams, processes and/ or projects.
3. The role requires relevant knowledge which may be gained through experience and on-the-job training.
4. Roles at this level work within established processes and procedures, with minimum day to day supervision under the guidance of a team leader.

**Main Work Activities**

### Communication

* Answer general enquiries.
* Explains membership processes and procedures including payment methods and what facilities are available.
* Meets and greets customers; gives tours of the building; takes bookings over the telephone and face to face.
* Checks occurrence books.
* Maintain lists of equipment that is damaged and needs repairing.

### Teamwork

* Under the guidance of a team leader, where necessary provide day-to-day support to other members of staff and members of staff new to the work area.

### Service Delivery

* Give trained assistance to users, including the use of fitness equipment.
* Direct the activities of users to prevent injury, misuse and damage to facilities or equipment.
* Assemble, dismantle and perform routine maintenance of equipment, including preparation when the Centre is used for displays, exhibitions or examinations.
* Responsible for overseeing the general safety and behaviour of users and spectators.
* General security of duties, including opening up and close down procedures, and access control.
* Cleaning of internal and external areas.

### Analysis/Data Inputting

* Maintain accurate records

### Additionally the post holder will be required to:

* Fulfil the employees’ duties described in the University’s health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
* Show a commitment to diversity, equal opportunities and anti-discriminatory practices This includes undertaking mandatory equality and diversity training
* Comply with University regulations, policies and procedures

**COMPETENCY SPECIFICATION**

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

**The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

**Competency Identified by**

**Knowledge and Experience**

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| Experience in a busy customer care environment. | **Application/Interview** |
| Has Knowledge of leisure centre operations and working knowledge of fitness suite operations.  Knowledge of internal and external sport and leisure equipment set up and safety usage policies. | **Application/Interview**  **Application/Interview** |
| Has a good general education showing clear evidence of literacy and numeracy. For example, GCSE Maths and English grade  A – C.  Has a level 2 fitness instructor qualification or equivalent and recognised qualification relating to the delivery of fitness classes | **Application/Interview**  **Application/Interview** |
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| **Communication (Oral and Written)**  Can demonstrate the ability to exchange basic information promptly and in a courteous and effective manner to students, colleagues, line managers and external contacts. | **Application/Interview** |
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| **Teamwork and Motivation**  Can demonstrate the ability to work effectively as part of a team. Is willing to provide cover for colleagues and acts in a supportive manner. | **Application/Interview** |
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| Liaison and Networking Can demonstrate the ability to make contact with others to ensure that information is exchanged and circulated appropriately to the right person at the right time. |  |
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| **Service Delivery**  Has knowledge and understanding of services available to users of this and related areas of work and ensures that the experience of each customer is positive and satisfactory. | **Application/Interview** |
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| **Planning and Organisation**  Can demonstrate the ability to create realistic plans to achieve own deadlines and objectives. Monitors progress of self and/or others and can prioritise tasks/activities effectively. Suggests ways of improving working practices and use of resources. | **Application/Interview** |
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| Initiative and Problem Solving Can demonstrate the ability to solve standard, predictable problems in accordance with procedures and precedent. | **Application/Interview** |