



**Job title:** Fitness Instructor

**Post number:** SO5309

**Reports to:** Deputy Head of Sport (Facilities, Projects and Commercial)

**Department/School:** Sport and Recreation Department

**Location:** Brighton, Moulsecoomb and Falmer

**Grade:** 3

**Purpose of the role**

To ensure theefficient and effective delivery of all aspects of sport and recreation service; undertaking facility operations adhering to relevant health and safety standards, promoting and processing membership activities, delivering activities to internal and external customers and offering excellent customer service.

**Line management responsibility for:**

Not applicable

**Main areas of responsibility:**

* Deal with enquiries from students, staff and members of the public by telephone, internet and in person through a customer centered approach to maximise user satisfaction and retention.
* Support the generation of membership sales and utilisation of services/activities by engaging with potential service users, ensuring product/services knowledge is comprehensive and current.
* Source and record customer comments to help advise the management team of service development; bringing any customer complaints to a suitable situation to resolve.
* Instruct exercise classes appropriate to qualification as agreed with Membership Services Officer to a high level, maximizing customer satisfaction.
* Ensure the safety of customers by supervising the appropriate use of facilities, including undertaking fitness inductions, and ensuring safe staffing levels are maintained at all times around other duties.
* Set up and take down equipment in accordance with the requirements of the bookings/usage and health and safety guidance.
* Undertake daily cleaning and routine maintenance and inspection schedules for facilities and equipment, ensuring faults are reported and repaired in a timely manner to minimise customer dissatisfaction.
* Utilise a computerised management information system as appropriate; managing booking enquiries and processing cash/card and internet transactions.

**General responsibilities**

* To undertake other duties appropriate to the grade and character of work as may be reasonably required, including specific duties of a similar or lesser grade.
* To adhere to the University’s Equality, Diversity, and Inclusion Policy in all activities, and to actively promote equality of opportunity wherever possible.
* To be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act.
* To work in accordance with the Data Protection Act 2018 and UK GDPR

### Person Specification heading  This is a heading only and contains not other words or text.

The person specification focuses on the knowledge, skills and abilities, qualifications, and the experience required to undertake the role effectively. Please ensure that your application demonstrates how you meet the essential criteria. You will be assessed by your completed application form **(A),** at interview **(I)** and in some instances through an exercise **(E**).

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| **Essential criteria**  | **(*Refer to the Support Staff JD brief guidance for examples of what should go in each section)***  | **A, I, E** |
| **Knowledge, skills, and abilities** | * Good written and /or verbal communication skills
* Knowledge of a range of office equipment (e.g. keyboard skills) and operating basic equipment (e.g. fitness equipment, management system) as appropriate to the role.
* Competent use of membership information systems.
* Able to handle difficult situations with sensitivity.
* Able to solve routine problems.
* Sound understanding of appropriate procedures, processes, methods and systems.
* Competent in the operation of tools and able to check and conduct routine maintenance of equipment.
* Able to plan and prioritise work activities.
* Ability to communicate clearly, explaining questions and requirements or responding to service users, colleagues and/or contractors.
 | **A I****A****A****I****I****A I****A I****I****I E** |
| **Qualifications** | * Level 2 fitness qualification.
* Class instructing qualifications/training (i.e. exercise to music, spin instructor, yoga.
* First Aid qualification (or willingness to undertake)
 | **A I E****A I E****A** |
| **Experience** | * Learning gained through study/learning and prior work experience in fitness industry.
* Demonstrates knowledge of and commitment to relevant service standards.
* Works co-operatively in partnership with others, meeting agreed objectives.
 | **A I****A I****I** |
| **Physical demands and/or other requirements** | * The role may/will involve moving, lifting or transporting pieces of equipment.
* Able to use display screen equipment extensively, according to health and safety guidelines.
* Able to work flexible and unsociable hours as and when required.
 | **I E****I****I** |
| **Other** | * Ability to travel and work between Brighton sites at Falmer and Moulsecoomb.
 | **I** |



* Any appointment is generally made at the bottom of the salary range for the grade dependent upon experience and previous salary.
* The University of Brighton welcomes job sharers. Job sharing is a way of working where two people share one full-time job, dividing the work, responsibilities, pay, holidays, and other benefits between them proportionate to the hours each works, thereby increasing access to a wide range of jobs on a part-time basis. The advert for the post for which you are applying will indicate whether applications from job sharers can be considered (this may not be possible for a post that is already part time for example). Refer to the ‘Balancing Working Life’ section on our website here: [Benefits and facilities](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx).
* Annual leave entitlements are shown in the table below and increase after 5 years’ service. In addition, to the eight Bank Holidays, there are university discretionary days between Christmas and New Year. All leave, including bank holidays and discretionary days, is pro-rated for part time employees.

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| --- | --- | --- | --- |
|  | **Annual entitlement per grade** | **Grades** | **After 5 years’ service** |
| 1-3 | 23 days | 1-3 | 28 days |
| 4-7 | 25 days | 4-7 | 30 days |
| 8-9 | 27 days | 8-9 | 30 days |
| Band 10 and above | 30 days | Band 10 and above | 30 days |

* More information about the department/school can be found here [Professional Services Departments](https://www.brighton.ac.uk/about-us/contact-us/professional-services-departments/index.aspx) or here [Academic Departments](https://www.brighton.ac.uk/about-us/contact-us/academic-departments/index.aspx).
* Read the University’s [2019 - 2025 Strategy](https://www.brighton.ac.uk/practical-wisdom/index.aspx)
* The University has an attractive range of benefits, and you can find more information about them on our [website](https://www.brighton.ac.uk/about-us/working-with-us/jobs/benefits-and-facilities.aspx).

Date: **November 2021**