

Evaluation Date	29/10/13
Grade	11

JOB DESCRIPTION

Job Title:	Gym Instructor	Reports to:	Gym Supervisor
Department:	Gym	Location:	Various
Work Pattern:	Shift pattern agreed locally	Contract Status:	Various – refer to statement of particulars

BACKGROUND

Edinburgh Leisure is Edinburgh's biggest provider of Leisure Services, welcoming over 4 million customer visitors a year to our 30 venues across the City. We have a total income of around £25m and as a Not for Profit company, we proudly spend every penny of that on providing and developing our great range of services to make Edinburgh a healthier place.

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure **makes a positive difference** by:

welcoming all,
each one of us **caring** about what we do,
being **passionate** about how we do it,
and feeling **proud** of what we achieve

JOB PURPOSE

Our Gym Instructors create a warm welcome for our customers providing them with a safe gym environment, enhancing their gym experience, helping our customers to enjoy being physically active and achieve their personal goals whilst promoting the benefits of physical activity.

KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
1. Deliver our "Service Promise" by Approaching, welcoming and interacting with all customers visiting the gym, ensuring their needs are met and that they want to come back.	
2. Plan and deliver gym introductions for new & returning customers. Encourage all customers to	

<p>regularly review their programs to maximise their gym experience.</p> <p>3. Interact with customers, offering advice and encouragement and promote the benefits of regular physical activity to encourage them to achieve their goals/results and maintain/increase regular visits to the gym.</p> <p>4. Effectively use TRP to recognise and identify high risk customers; prioritising effective interactions with this customer group. The goal being a customer commitment to return within 7 days.</p> <p>5. Enhance customers experience by planning & delivering group activities such as NRG Zone, tabatta, older adults, health related and express workouts.</p> <p>6. Actively manage how our customers use the gym and equipment; particularly technique correction, time spent on equipment, behaviour, check payment has been made, cleanliness and hygiene.</p> <p>7. Ensure the safety of gym customers by making sure the equipment is clean and safe to use. Report and record faults and keep customers informed on equipment repair.</p> <p>8. Be responsible for your own Continued Personal Development by maintaining and updating your professional development in line with industry expectations; e.g. updating REPs CPD on line or files on site.</p>	
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RESPONSIBILITY FOR RESOURCES	
Responsibility for staff:	No direct reports
Salary bill for all staff reporting:	£0
Responsibility for finance and level of financial control:	No direct responsibility
Responsibility for Physical Resource:	<p>You are responsible for looking after the gym equipment, computer, music system, mirrors, notice boards and walls:</p> <ul style="list-style-type: none"> • Maintaining cleanliness • Storing it correctly • Checking general condition • Reporting faults

Responsibility for Data and Information:	<p>You use the customer database MRM / TRP to record and look up relevant information.</p> <p>You will have access to confidential customer information, including medical detail (on a Par Q), which you must handle in a confidential and professional manner.</p>
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GUIDELINES AND EXPECTATIONS

Authorities & Limitations
<p>We have 'Gym Standards' in place in all of our gyms. You are expected to make decisions in your role based on these standards and your professional expertise. Your line manager will assist you with more complex issues. You are expected to interpret and follow relevant Edinburgh Leisure policies and procedures.</p> <p>You can plan your working time around customer appointments to ensure that you deliver excellent customer service.</p>

Communication & Representing The Organisation
<p>This role is about ensuring that all our customers are welcomed and receive high quality, consistent, interactions with our staff while in the gym.</p> <p>When communicating with customers you are expected to be welcoming, confident, professional and able to: explain gym terminology, listen, ask questions, motivate, coach and inspire.</p> <p>Understand the principles of behaviour change and relate it to increased activity levels.</p> <p>You record customers' exercises for them in a way that is suited to their needs.</p> <p>You work with colleagues i.e. Reception / Membership Advisors to ensure that records on our customer database TRP / MRM are accurate and up to date.</p> <p>You share information with all your colleagues effectively.</p>

Safeguarding Our Customers
<p>You have an active role detailed in your venue's Normal Operating Procedures and Emergency Action Plan in ensuring the Health & Safety of yourself, customers and colleagues in the gym.</p> <p>You supervise the safe use of the gym and equipment in accordance with risk assessments and industry standards.</p>

Problem Solving
<p>You are expected to:</p> <ul style="list-style-type: none"> • Help customers to identify their physical activity /health or wellbeing goals • Use your professional expertise to create physical activity options for them to follow to achieve their goals • Help customers to evaluate their progress over time and when best to review

- Encourage customers to gain the best value from Edinburgh Leisure and the range of activities we offer i.e. membership options and the different services offered at our venues.
- Test and learn about new gym equipment, run pilot projects and evaluate the impact of any new gym product.

Impact On Organization

You have direct impact on the gym users to your venue and need to help the whole team to make all customers to the venue feel welcome and encouraged in their physical activity to help increase participation, visits and repeat visits by our customers.

JOB DEMANDS

Physical	This role involves standing and 'walking the floor'. Approximately 20% of the time will be spent demonstrating the safe use of equipment (using minimum weight/resistance) and about 10% of the time is spent doing cleaning and light manual handling tasks.
Mental	This role involves constant visual concentration (such as watching use of equipment and technique, checking cleanliness and presentation of the gym). Approximately 20% of the time will be spent working with customers to devise exercise programmes.
Emotional	When coaching individuals, they may open up to you and share their personal traumas and issues (e.g. disclosure of eating disorders etc). Your professional training will help you respond appropriately, and your line manager is there to support you. The frequency will vary, but can average approximately 2 times per month. First response to first aid situations such as Cardiac arrests.
Environmental	This role is based in the gym in our venues, at times you will make use of other areas to deliver small group activities.

PERSON SPECIFICATION

Factor	Essential	Desirable
Qualifications and Attainments:	<ul style="list-style-type: none"> • CIMPSA affiliate essential (old REPs level 2) (current membership) 	<ul style="list-style-type: none"> • CIMSPA Practitioner (old REPs level 3) (current membership) <p>Plus:</p> <ul style="list-style-type: none"> • Physical activity & exercise for youths (5-16) • Exercise referral • Equipment specific modules (e.g. Olympic lifts) • Specialist modules as agreed in your PDP (e.g. Exercise after stroke, diabetes, cardiac rehab and weight management - obesity)

Knowledge and Experience:	<ul style="list-style-type: none"> • Understanding of exercise and the impact on specific muscle groups • Understanding of the parameters for safe exercise relating to medical conditions • Knowledge of the safe operation and use of gym equipment • Know the ages and stages of development and how this impacts on exercise needs • Experience of interacting effectively with other people • Experience of listening, asking questions and interpreting information • Plan, program and deliver group gym based activities 	<ul style="list-style-type: none"> • Know how to maximise the impact of exercise to achieve specific goals • Know how to exercise appropriately with medical conditions • Understand the mechanics of gym equipment – how they work and why • Understand the emotional impact on the ages and stages of development and how this impacts on exercise needs • Experience of applying professional expertise to enhance the customer's exercise experience • As a guide we would expect it to take an average of 2 years to become competent in this role from never doing it before.
Additional Requirements (e.g. competencies):	Friendly, approachable and customer focussed.	

DISCLOSURE/PVG REQUIREMENTS					
<p>This post has been assessed to require a <u>PVG Scheme Record or Scheme Record Update</u> for the post holder, under the following justification:</p> <p>The duties of this post involve regulated work with children as defined in the Protection of Vulnerable Groups (Scotland) Act 2007 Schedule 2, Part 1 and Part 2 (4).</p> <p><i>Teaching, instructing, training or supervising children</i> Teaching, instructing, training or supervising children (except teaching, instructing, or training children which is merely incidental to teaching, instructing, or training individuals who are not children).</p>					
Work	Work With	What Do / Service	Normal Duties	Exception 1	Exception 2
Yes	Children and vulnerable adults	Activities	Yes	Supervise, Teach, Instruct	Not incidental

I have read and understand this job description and I am clear about what is expected of me in this job.

Signed

Date