

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Casual Fitness Advisor |
| HBC Grade: | **HBC 4** |
| Service: | **Leisure Centres (Active Halton)** |
| Division: | **Leisure Services** |

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| **Main Purpose of the Role** |
| To deliver an efficient, friendly service to customers throughout their fitness journey. From initial enquiry to class participation building a rapport, engaging, educating and encouraging potential and existing customers. |

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| **Key Duties**  |
|  | 1. Respond to customer enquiries and process new and existing customer memberships, expanding the customer base.
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|  | 1. Arrange visits and complete gym/fitness suite inductions and programme prescriptions (Active Pathway and Health Commitment Statement).
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|  | 1. Ensure the safe and efficient day to day operation on the gym floor.
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|  | 1. Deliver Personal Training, Small Group Training sessions, Group Workout classes and specialist classes.
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|  | 1. To ensure that that all classes/training are undertaken with full regard to relevant health and safety procedures and all classes/programmes are reviewed to ensure that they are kept up to and reflect latest leisure service practice/trends.
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|  | 1. Ensure all customer administration is complete, accurate and kept confidential. Administer bookings using computerised/manual systems and answer the telephone, recording customer information in compliance with the Data Protection Act.
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|  | 1. Process all payments accurately as per the centre’s procedures and feedback any areas of concern to the Fitness, Sales and Marketing Manager.
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|  | 1. Complete all cleaning schedules and maintenance checks within the fitness facility ensuring records kept and up to date.
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|  | 1. Ensure all monthly KPI’s are achieved. Completing the monthly sales plan and weekly review.
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|  | 1. Promote and attend Open days and local Community events, working alongside leisure centre staff, local agencies and other community partners.
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The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **Education / Qualifications**  | **Essential**  | **Desirable**  | **How Identified**  |
| • Fitness NVQ Level 3 | • REPs level 3• Nutritional Qualification• GP Referral &/or Cardio rehab Qualification• Group Workout specific qualifications• NVQ or equivalent in Sales or Customer Service | All essential qualification certificates must be presented at interview. |

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|  | **Experience**  | **Knowledge**  | **Skills & Abilities**  | **How Identified** (delete as appropriate for each criteria) |
| **ESSENTIAL** | Experience within a leisure facility. | Able to demonstrate a knowledge and understanding of good customer care. | Ability to make appropriate and effective decisions. | Application / Interview /Assessment |
|  | Able to demonstrate a knowledge and understanding of the Sales process. | Demonstrate a positive & motivated attitude. | Application / Interview /Assessment |
|  |  | Interpersonal & communication skills. | Application / Interview /Assessment |
| **DESIRABLE** | Experience of sales/upsell process. | Planning and delivering small group training and classes. |  | Application / Interview /Assessment |
| Experience of delivering Group Workout Classes. | Knowledge of rules, regulations and bylaws that might apply in a leisure facility. |  | Application / Interview /Assessment |

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| **Other Requirements** | **Essential**  | **Desirable**  | **How Identified**  |
| Able to work evenings and weekends. |  | Interview / Assessment / Documentation  |
| There may be a requirement to work at other facilities within the Sport and Recreation Service. |  | Interview / Assessment / Documentation |
| Possess good language skills and able to communicate effectively with service users. |  | Interview / Assessment / Documentation |

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

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For office use only:

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| **Date Created:** | **July 2023** |
| **JE Ref:** |  |
| **Agreed by:** | **Donna Forster** |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.