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| **Job Description** |
| **Job Title** | Casual Health and Fitness Coach |
| **Grade** | D |
| **Accountable to** | Facility Manager / Fitness Development Coordinator |
| **Place of work** | The post holder is expected to work in any Council facility. |
| **Date reviewed** | September 2024 |

**Purpose of the job**

To support the Facility Manager and Fitness Development Coordinator to increase the levels of member participation and retention within the fitness suite.

The effective and efficient day to day operating of the fitness suite.

**Duties and responsibilities**

This is not a comprehensive list of all the tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. Support and assist the Facility Manager and Fitness Development Coordinator in the implementation of all sales and retention initiatives and strategies
2. Take ownership for the overall standards and appearance of the fitness suite at all times
3. Ensure all gym and class areas and equipment are cleaned, checked, maintained, and serviced in line with Volair policies and procedures
4. Undertake member inductions, programmes and programme reviews and deliver associated activity sessions or related sessions as required
5. Deliver exercise classes and activity sessions as and when required.
6. Ensure the satisfaction of customers at all times.
7. Support and encourage a customer focused culture throughout the leisure centre.
8. Support in the observation, development and growth of participation within group exercise.
9. Attend all one to ones and performance reviews making necessary changes needed to improve on expected measures being achieved.
10. Consistently inform the Facility Manager and Fitness Development Coordinator of usage figures, habits and customer feedback making possible suggestions on how to improve.
11. Work in partnership with partners, private voluntary groups and other outside organisations.
12. Carry out all gym duties and lead by example at all times
13. Respond to customer enquiries and or queries, ensuring customers comply with centre regulations and any statutory requirements.
14. Attend regular meetings as part of the centre’s general communication structure.
15. Maintain a high standard of dress and hygiene with supplied corporate uniform

**Health and Safety**

1. Adhere to and implement all Volair policies and procedures in relation to Health and Safety.
2. To have a thorough working knowledge of the centre’s Health and Safety policies and procedures, including risk assessments, NOP, EAP and COSHH.
3. Ensure that all Health and Fitness equipment is cleaned and maintained in accordance with manufacturer’s guidelines and industry best practice and to use equipment as instructed and trained.
4. Ensure correct reporting and action is taken to address any health and safety issues

 **Data Protection and Information Security**

1. Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
2. Protect Volair’s information assets from unauthorised access, disclosure, modification, destruction or interference,
3. Report actual or potential security incidents.

**Personal Development**

1. Ensure all necessary qualifications are maintained and renewed, attending/completing relevant training sessions as required.
2. Keep abreast of developments within Volair and proactively discuss own training and development needs with their line manager.

**Other**

1. Undertake any other duties commensurate with the post and grade which contribute to the objectives of the company.
2. Support other operational departments as required.
3. Flexibility in place of work is paramount on a daily basis. Any movement will be as part of the working conditions and no allowance will be incurred.
4. To act in a manner that is credible, professional and promotes Volair in a positive manner, adhering to its policies and culture.
5. To work pro-actively towards creating a positive working environment embracing Volair’s commitment to equality and diversity.