

JOB DESCRIPTION

Job Details

Job Title: Health and Wellbeing Instructor

Grade: Grades 4

PRIMARY PURPOSE AND SCOPE OF JOB:

To be responsible for inducting new members into the Fitness Suite in accordance with specified procedures and systems, and provide customers with a responsive service that satisfies their needs and requirements in helping them to achieve a healthy, active and happy life.

To gain knowledge and insight of the whole LiveWire offer and through training and skill development to provide customers with a level of service and intervention that minimises the requirement for the customer to make multiple contacts in accessing LiveWire and where appropriate partner services. To provide a focused personal customer approach relevant to their needs.

WORKING RELATIONSHIPS

Operation Managers
Lead LiveWire Advisors
All LiveWire stakeholders, partners and service users
Wider LiveWire teams and colleagues

KEY ACCOUNTABILITIES

1. Conduct gym inductions and provide personalised programmes
2. Maintain the safety and cleanliness of the fitness suite and gym equipment through weekly checks and logging and reporting faults
3. Offer lifestyle advice and refer members to LiveWire's Stop Smoking, Weight Management and Reach for Health services
4. Promote and support the sale and retention of leisure memberships, and healthy lifestyle activities
5. Attend outreach and community events to actively support community engagement and enhance the profile of the company
6. Work together with other partner organisations such as NHS Warrington, Public Health, CCG & WBC to actively promote and encourage the residents of Warrington in becoming more active and healthy
7. Use the appropriate IT systems as required to meet service needs
8. Positively engage in training and development for the role and to attend meetings as required by management
9. Actively contribute to a safe environment for staff and members of the public, undertaking Health & Safety checks as necessary and following reporting procedures

10. Maintain of neat appearance appropriate to customer facing services

11. Be aware and understand Normal Operating Procedures and Emergency Action Plans

PERSON SPECIFICATION

NOTE TO APPLICANTS

Whilst all points on the specification are important, those marked 'E' (Essential) are the key requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview. In addition, to interviews a variety of other selection methods may be used such as tests or exercises dependent on the role applied for. You will be advised of any alternative selection methods in the letter inviting you to interview.

JOB TITLE: Health and Wellbeing Instructor

GRADE: 4

CRITERIA

Experience:

- Experience of dealing with a wide range of customers (E) A, I
- Experience in the use of IT, specifically Microsoft Office and the Internet (E) (A, I)
- Previous experience of working in a Fitness Suite environment

Skills and Abilities

- Excellent interpersonal and communication skills (E) A, I
- Excellent customer service skills. (E) A, I
- Good ICT and keyboard skills (E) A, I
- Ability to relate to people and all different age ranges (E) A, I
- Ability to work as part of a team (E) (A, I)
- Ability to be adaptable and flexible to different working environments (E) A, I
- Good administrative skills (E) A, I

Education/Qualifications/Knowledge

- Minimum Level 2 Certificate in Gym Instruction (E) A, C
- A good general standard of education (E) A
- A knowledge of the current fitness trends (E) A, I

Other Requirements

- Professional in approach and appearance (E) A, I
- Flexible approach to working including evenings and weekend work (E) A, I
- A keen interest in health and wellbeing (E) A, I

Commitment to Equal Opportunities

- Ability to understand and demonstrate commitment to equality and diversity (E) A, I

Commitment to Service Delivery/Customer Care

- Demonstrate commitment to a culture of continuous improvement (E) A, I
- Demonstrate commitment to achieving excellence in customer care (E) A, I

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Methods of Assessment key

A = application form, C = Certificate, E = Exercise, I = Interview,
P = presentation, T= Test, AC = assessment centre