

Job Description

This job description describes the practical purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently, but is not intended as a wholly comprehensive or permanent schedule.

1. Job Details

Job Title	Health & Fitness Instructor
Department	Clickimin Leisure Complex – Health & Fitness
Reports to	Health and Fitness Team Leader
Reporting to Job-holder	No direct reports
Salary Banding	Grade H1-3

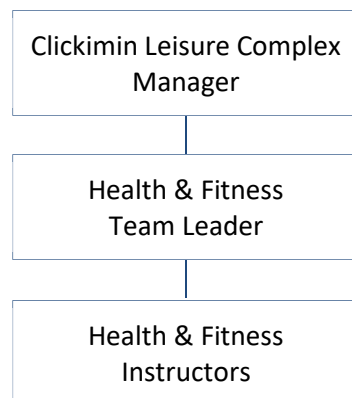
2. Overall Purpose of the Job

To inspire, motivate and provide support to customers of the gym and studio classes.

Ensure facilities and programmes that are presented to the customer are of a high standard and are inclusive.

3. Job Dimensions

Structure:



Budgets Controlled: Nil

Contacts: **Internal** – Managers and staff within the Complex

External – Community Groups, Businesses, Members of the public, Voluntary Organisations, Shetland Islands Council, NHS Shetland, Suppliers, Sports Clubs, Local/National Organisations.

4. Principal Accountabilities

Delivering services	<p>To deliver an exciting programme of health and fitness activities to meet the needs of the community, including specific groups both in the gym and group/studio environments.</p> <p>To motivate a wide range of customers on health and fitness related matters by providing advice, programmes and setting targets.</p>
Service Standards	<p>Proactively engage with customers to provide excellent customer service</p> <p>Ensure the facilities (Gym, Apex Studio, Aspire Studio and Multi Use Studio) are a safe environment and presented to an excellent standard.</p> <p>Ensure the daily, routine and periodic program for cleaning of fitness areas and equipment is completed in a timely manner and to high standards.</p>
Assets and Equipment	<p>Equipment is set up and dismantled correctly in line with manufacturer's instructions, in safe working order and according to customer needs.</p> <p>Ensure through regular monitoring and inspections that all equipment, building faults and maintenance works' requests are processed timeously and correctly to minimise service disruption or deterioration.</p>
Customer Information/Marketing	<p>Assist the Health and Fitness team leader in the promotion of the products and range of services available within the department and Complex.</p> <p>Ensure marketing information is displayed neatly, is up to date and displayed in agreed areas of the Complex</p>
Customer Engagement	<p>Actively seek the views of customers and help develop activities/programmes based on the results of these views</p> <p>Deal with enquiries and complaints from customers regarding the service and take remedial action as required.</p>
Systems & Information	<p>Operate the leisure management system.</p> <p>Embrace the use of digital technologies within the gym environment to enhance the customer journey and to achieve set targets.</p>
General	<p>Ensure all personal data is handled securely and in line with current Data Protection legislation.</p> <p>Share examples of good practice with colleagues across the Complex and Trust.</p> <p>To attend relevant meetings as and when required.</p> <p>To take part in relevant training courses and development activities as directed by the Shetland Recreational Trust to maintain and improve knowledge and skills required for the role.</p> <p>To follow Shetland Recreational Trust's policies and procedures.</p> <p>To carry out similar and appropriate duties as required.</p>

These key tasks are not intended to be exhaustive, but they highlight a number of major tasks that the post-holder may be reasonably expected to undertake.

Person Specification

5. Experience / Qualifications

Essential

1. Level 2 Gym Instructor or equivalent related qualification. (Or obtain within 6 months of employment)
2. 3 Standard Grades at minimum grade 3 or equivalent.

Desirable

3. Previous experience as a gym/fitness instructor.
4. Specific fitness courses attended i.e. Circuits, Spinning, etc.
5. Membership of Register of Exercise Professionals (REPS).

6. Knowledge / Skills / Abilities

Essential

1. Maintain adequate level of fitness in order to carry out training tuition.
2. Teamwork – work with others co-operatively.
3. Able to verbally communicate information, opinions, ideas or instructions clearly and effectively.
4. Able to understand and complete paperwork associated with the role e.g. registration forms, accident forms, procedures, maintenance check sheets etc.
5. Able to set out and move equipment as required.
6. Use ICT effectively to perform a range of processing tasks e.g. word processing, producing spreadsheets, maintaining database records.
7. Maintain an awareness and be committed to equal opportunities.

Desirable

8. Health and Safety knowledge.

7. Personal Qualities / Attributes

Essential

1. Commitment to providing excellent Customer Service.
2. A passion for the Health and Fitness Industry.
3. Smart appearance, polite, friendly and helpful to others.
4. Ability to inspire, motivate and lead activities for both children and adults.
5. Ability to remain calm and work effectively under pressure.

6. Self-motivated and willing to use own initiative.
7. Ability to maintain confidentiality and deal with issues sensitively.
8. Trustworthy, punctual, flexible and adaptable for e.g. hours of work, duties, learning new skills, etc.

Desirable

9. None.
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8. Additional Comment

In the course of your duties you may have knowledge of, or access to information that is confidential. It is essential that such information is safeguarded in accordance with the UK Data Protection Act 2018; it should not be published or divulged other than to authorise personnel, or used for any unofficial purposes. In cases of doubt about what is confidential or who is authorised, your line manager must be consulted.

Note:

Every job description in SRT will be subject to a review either:

- on an annual basis at the time of the annual appraisal meeting, or
- as a result of a change in strategic direction, or
- as a result of a team / operational requirements, or
- as a result of agreed performance appraisal needs and objectives, or
- within six months of appointment

Guidance Notes for Job Applicants

Thank you for your interest in working for Shetland Recreational Trust. An application form and further details relating to the post are enclosed.

For an effective and fair recruitment process we need accurate information from all applicants. We only seek information that is relevant for each vacancy in accordance with employment law, namely the Equality Act 2010, Data Protection Regulations and the Immigration Act 2016.

Pre-employment checks will be undertaken and any offer of employment will be conditional on the outcome of our vetting procedures.

Some of the checks we make are :

- Checking the right to work in the U.K.
- Disclosure Scotland and Criminal Records/Barring checks
- References
- Proof of qualifications

For more information about Shetland Recreational Trust please visit our website at www.srt.org.uk

Job Description and Person Specification

Read the job description carefully and start to think about whether or not you think you can do the job, whether you are interested in it, and why. The person specification is very important. It tells you what we are looking for in terms of skills, knowledge, experience, and personal qualities. This is the most useful document for helping you to complete the application form effectively.

Application Form

Refer to the job description and person specification when starting to complete the application form. It may be useful to write out the form in draft to avoid mistakes or repetitions, then write out the actual form.

Make sure that you clearly show how you meet the essential requirements of the person specification and include all the information you wish us to know. You will only be shortlisted for interview if you provide information to show you meet these requirements.

Do not leave any section of the form blank. Write 'none' or 'not applicable' where you have no information to provide. It is advisable to keep a copy of the completed form for your own reference.

Personal information

We ask for these basic details so that we can contact you. If we are required to telephone you at your current place of work, this will be done with the utmost discretion.

The information you give will be treated in strict confidence and will be used for this job application only. Personal data is carefully destroyed on conclusion of the recruitment process, unless required for new employee records. All sensitive data is handled in line with current Data Protection Regulations.

References

When choosing your referees please ensure that they are people who know about your skills and capabilities. One of these should be your present or most recent employer, or a teacher if, you have just left education. If you are unable to give two such names, you may choose someone who knows you in a personal capacity and can tell us about your character, personality and honesty. These should only be provided if no other referees are available, should not be related to you, and you should state how you know this person.

Education/Training

List all qualifications, including any for which you are awaiting results. We may need to assess whether you meet the required qualifications (if any) for the vacancy. Please include any relevant training.

Employment

Clearly show the details requested. When we ask about employment we are equally interested in voluntary work and work experience, either paid or voluntary. Please account for any breaks in employment, for example, as a result of returning to study, travel, unemployment etc.

Suitability and Experience

Give more details of your qualities, skills, experience, education and training. Demonstrate to us why you are a suitable candidate. Remember to make sure that you use the person specification and try to illustrate your skills and experience through examples of your achievements. You do not have to fill the whole space provided. Alternatively, you may wish to use additional pages if necessary, although these should not be excessive.

Special Requirements or Health Checks

Please tell us of any 'reasonable adjustments' we can make to assist you in your application or with our recruitment process. Please contact Support Services to discuss in confidence.

Depending on the duties of the post, we may require new entrants to complete a medical questionnaire. At interview, we may also ask health-related questions, but only to determine if you can carry out an essential function of the job, e.g. swim, lift sports equipment.

Criminal Records checks

If you are successful at interview stage you will be required to obtain either a **Basic Disclosure, a Standard Disclosure or Protecting Vulnerable Adults Scheme membership**. The level of disclosure check depends on the job applied for, and whether it is considered Regulated Work or not exempt from the Rehabilitation of Offenders Act 1974 (as amended in 2013). All job offers are therefore conditional at interview stage, and it may take 7 to 14 days for Disclosure or PVG membership details to be confirmed.

Summary of Particulars of Employment

The information you give will be treated in strict confidence and will be used for this job application only. Personal data is carefully destroyed on conclusion of the recruitment process, unless required for new employee records. All sensitive data is handled in line with current Data Protection Regulations.

Summary for: All Job Applicants

Place of Work: You will be allocated a regular place of work however employees may be required to work at an alternative Shetland Recreational Trust venue during their career with us if required

Hours of Work: Full time hours are 37 hours exclusive of breaks with working hours as arranged with your manager. Part time hours are offered on a pro rata basis

Disclosure checks: You will require a Criminal Records check with Disclosure Scotland; either membership of the Protection of Vulnerable Groups Scheme or Basic or Standard Disclosure. Employment, if offered, will be subject to satisfactory reports.

Pay: Your rate of pay is based on the grade for your job description. Where grades have more than one level, placement is normally at the bottom of the grade. For contracted staff progression takes place annually on the 1st of the month following your 12 month anniversary in post, subject to satisfactory performance.

In addition to basic salary, a distant island allowance is payable at a nationally agreed rate. Part-time Employees' island allowance will be calculated on a pro-rata basis.

Payment Method: Paid monthly, by bank transfer in arrears

Previous Service: Previous service with a relevant organisation under the Redundancy Payments (Continuity of Employment in Local Government, etc.) (Modification) Order 1999 as amended will be recognised in accordance with that Order.

Probationary Period: Your employment is subject to an initial probationary period of six months during which your performance will be monitored. This probationary period may be extended by the Trust at its discretion. At the end of the probationary period, your performance will be evaluated and the Trust will confirm in writing with you its decision regarding your continued employment.

Your employment may be terminated on one week's notice given by the Trust at any time during or at the end of your probationary period (including any extensions to the probationary period).

- Annual Holidays:** The Trust's holiday year runs from 1 January to 31 December.
- Employees are entitled to 20 days' paid annual holiday entitlement each year. After 5 years' continuous service with the Trust, the Employee will be entitled to 5 additional annual leave days.
- Part-time Employees will accrue annual holiday entitlement on a pro-rata basis.
- Public Holidays:** Employees are entitled to 13 days' public holidays each year. Employees will be informed of the relevant dates at the start of each holiday year.
- Part-time Employees' public holiday entitlement will be calculated on a pro-rata basis.
- Sick Pay:** If you are absent from work due to sickness or injury and comply with the requirements of the Trust's absence procedure, you will be paid Statutory Sick Pay in accordance with the provisions of the legislation.
- In addition to Statutory Sick Pay, you may also be entitled to receive Trust Sick Pay, provided that all terms and conditions relating to the payment of Trust Sick Pay are adhered to.
- Pension:** Trust employees are automatically brought into the Local Government Pension Scheme (LGPS) on commencement of employment unless they opt out. The Trust has opted out of the state pension scheme and a contracting-out certificate is in force.
- Notice:** You are required to give one month's notice to terminate your employment.
- Diversity:** If you have a disability and need assistance in completing your application form, or if you are shortlisted and have special requirements for the interview, please contact us to discuss your needs.
- Other Benefits:** All Shetland Recreational Trust employees can benefit from a corporate staff leisure scheme, offering them discounted access to our facilities and also to classes and activities. The Trust also operates a Cycle2Work Scheme, which allows employees to benefit from tax and National Insurance savings on the cost of a new bike. The Trust also operates a Cycle2Work Scheme, which allows employees to benefit from Tax and National Insurance savings on the cost of a new bike. Also as an employee of the SRT you are able to access to our free Employee Assistance Programme (EAP), provided by Care First to all employees of SRT.

Please note that this is a summary of Shetland Recreational Trust conditions of employment. If you are successful at interview and offered employment, the specific conditions that apply to you will be detailed in your contract.