

Lancaster City Council - Job Description & Person Specification

Job Title:	Health & Fitness Assistant	Grade:	GG6	Job Code:	LCC339
Service/Team:	Environment & Place	Role Type: *Delete as appropriate	Fixed – At Salt Ayre	Reports to: *Title & LCC Code	Duty Officer/Membership Experience Manager
Line Managers: *Title/s & LCC Code	N/A				

Job Overview
Work as part of the Health & Fitness team to meet the expectations of members and to deliver the Health & Fitness programme. Ensuring that all activities are delivered in a safe professional manner. To ensure the facilities are well maintained, clean and fit for purpose. To deliver classes / session appropriate to meet member goals.
Direct Responsibilities
Carry out promotional activities such as outreach activities, attending partner events, member socials, challenges, and producing regular Facebook / Social Media content. Ensure customers are adhering to the members code of conduct. To interact with all members during their visits to the fitness suite and associated facilities, with the goal of enhancing their gym experience. Provide the highest possible standard of customer service – face to face, email telephone and social media. Required to generate sales of memberships within council guidelines and contribute towards regular monitoring of membership data. Provide safe and effective programme of choices for members, appropriate to their needs To strive to create an atmosphere that is professional, friendly and caring for all members and guests. Supervise clients whilst within the fitness suite and associated areas having due regard to all relevant health and safety issues including the safe operation of all equipment. Undertake associated administration to ensure the effective and efficient operation of the health & fitness service. To keep up to date on current fitness trends and CPD opportunities. Carry out regular maintenance work on the fitness equipment following appropriate training. Record and report equipment failures promptly to minimise equipment being out of use.

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Primary Measurable Objectives
Ensuring the Member Journey is followed consistently.
Required to undertake inductions / lifestyle assessments.
Complete and log renewal and follow-up calls
To deliver small group training within the fitness suite and associated facilities
Keep the Fitness Suite and associated areas clean and tidy to the highest possible standards.
Staff Management Responsibilities
N/A

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	Gym Instructor Level 2 Qualification or equivalent 4 GCSE qualifications at Grade A-C in English and Maths or equivalent qualification	Gym Instructor Level 3 Qualification or equivalent	App Form, Interview, Certificate
Experience	Experience of working on a busy gym floor	Experience delivering fitness assessments, programmes or personal training Experience running group fitness classes or outreach programmes Experience in a sales or target driven leisure environment	App Form, Interview
Job Related Skills, Knowledge & Abilities	Good knowledge of safe exercise techniques and health & safety procedures in a fitness environment. Good communication and interpersonal skills with the ability to engage and motivate members. Experience of working with leisure management systems. Computer literate.	Strong interpersonal and communication skills with diverse audiences Knowledge of health and fitness trends and technology Experience contributing to promotional activities or social media for a fitness facility.	App Form, Interview
Personal Attributes Including Interpersonal & Communication Skills	Friendly, approachable and professional manner when dealing with members and colleagues		App Form, Interview

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	Able to build positive relationships and motivate members to achieve their fitness goals Strong communication and listening skills Positive attitude and willingness to support others as part of a team Reliable and able to work flexibly including evenings and weekends.		
Special Requirements/Other	The ability to pass an enhanced clearance with the Disclosure and Barring Service.		App Form, Interview

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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	