

## ROLE PROFILE

<b>Gym Instructor</b>	
Reporting to:	Oasis Supervisors / Manager or Duty Manager
<p>Role purpose:</p> <p>To assist owners, holidaymakers, members and team in the correct way to use exercise equipment, giving advice on exercise plans in a safe and welcoming environment.</p>	
<p><b>Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness</li> <li>• Implement a safety induction for guest to use the equipment safely</li> <li>• Design Create fitness programmes for our guests, to support their health and fitness requirements</li> <li>• Daily cleaning duties of all gym equipment, keeping the gym clean and tidy at all times</li> <li>• Conduct maintenance checks of all gym equipment to ensure it is safe for our guests and reporting any issues to management and, via our Technogym service reporting system.</li> <li>• Liaise with all guests, offering personal training, fitness programmes, classes and activities</li> <li>• Run activity sessions and personal training</li> <li>• Gym related admin including updating the filing systems with guest information, health and safety documents and maintaining the Wellness system to a high standard</li> <li>• Provide assistance to members owners and holidaymakers when appropriate or necessary</li> <li>• Monitor the misuse of equipment, ensuring the gym is clean and free of health and safety hazards throughout the day</li> <li>• Help develop personal exercise and nutritional plans</li> <li>• Ensure guest etiquette is being maintained at all times</li> <li>• Follow and implement complex NOP &amp; EAP Procedures</li> </ul>	

<p><b>Progression in role:</b></p> <p><b>Entry</b></p> <ul style="list-style-type: none"> <li>• Good spoken English</li> <li>• Strong interpersonal skills</li> <li>• Positive attitude &amp; self-motivated</li> <li>• Flexible, able to work weekends – as per rota</li> <li>• Be level 2 recognised fitness instructor qualified or equivalent</li> <li>• Physically fit &amp; healthy</li> <li>• Good sense of humour</li> <li>• Be passionate about customer service delivery and exceeding our members and guests experience</li> <li>• Be clean, presentable and in full gym uniform at all times</li> </ul>	<p><b>Training for role</b></p> <p>Company orientation and induction            General health and safety            Fire safety            Risk assessment            First Aid at Work            Moving and Handling            COSHH            GDPR</p>
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<ul style="list-style-type: none"> <li>• Have an outgoing and friendly, approachable personality</li> </ul>	
<p><b>Competent – three months</b></p> <ul style="list-style-type: none"> <li>• Demonstrates high level of vigilance when monitoring gym equipment use</li> <li>• Team member has good relationship with regular guests and members</li> <li>• Has established fitness plans for regular guests and members</li> <li>• Works well with colleagues</li> <li>• Advises guests and members on appropriate gym etiquette</li> <li>• Good attendance and time keeping</li> <li>• Very good communication with guests and members</li> <li>• All administration paperwork is up to date, in order.</li> <li>• Be confident and have a full understanding of all working procedures – NOP &amp; EAP</li> </ul>	<p>Selected S.E.T. modules Diversity and Inclusion</p>
<p><b>Advancing</b></p> <ul style="list-style-type: none"> <li>• Helps new team members to learn role in a positive way</li> <li>• Promotes the gym to local people by encouraging regulars to recommend</li> <li>• Develop into Personal trainer or class instructor</li> </ul>	<p>Selected S.E.T. modules Level 3 Gym Instruction Kettle bell class trainer Group exercise – circuit training Step aerobics Spin instructor Bar Yoga Zumba faintness</p>
<p><b>Excellence</b></p> <ul style="list-style-type: none"> <li>• Suggests practical improvements to workings or department or service</li> <li>• Shows a willingness to assist colleagues and to learn new skills</li> <li>•</li> </ul>	
<p><b>Key measures</b></p> <p>Holidaymaker survey: accommodation/ service/ holiday overall/ NPS Owner survey Complaint ratio H and S Audit Membership sales &amp; fitness class promoting</p>	

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