Job Title: Fitness Assistant  
Service: Asset Management and Culture  
Post Number:  
Division: Sports Facilities  
Grade: 3  
Business Unit/Section:  

Overall Purpose of Job:  
The Fitness Assistant will be responsible to the Operations Manager for providing a high standard of assistance and supervision to all customers of the Fitness Centre.

Main Responsibilities:  
1. To organise and carry out all allocated work to fulfil operational requirements.  
2. To develop and maintain effective relationships with members of the public and colleagues.  
3. To carry out fitness testing, design and continuously update personal fitness programmes and provide instruction in the use of equipment and facilities.  
4. To provide an exercise on prescription service for medical and other referrals.  
5. To maintain the highest possible standard of customer care at all times.  
6. To maintain standards of hygiene and cleanliness of the Fitness Centre at all times.  
7. To operate all plant, machinery, equipment and apparatus in accordance with the laid down operating procedures.  
8. To maintain the highest possible levels of health and safety in accordance with health and safety procedures and recognised codes of practice.
**Knowledge, Skill and Experience Required:**

- Good knowledge of exercise physiology and sports science.
- Possess strong customer care and communication skills.
- Knowledge of coaching and instructing.
- Knowledge of fitness testing techniques.
- Knowledge of plant and equipment operation.
- Knowledge of health and safety policies and procedures.
- Possess an exercise on prescription or equivalent type qualification.
- Possess good team working skills.
- Possess basic marketing skills.
- Must be computer literate.
- Flexible attitude to work

**Creativity and Innovation:**

- Design and continuously updating exercise and fitness programmes.
- Assisting in the design and development of publicity materials

**Decision Making:**

- Decisions guided by the operational practices of the Fitness Centre.

- Decisions made by the postholder will have an impact on the customer’s well-being, the quality of customer service and income generation.

The postholder will be required to make decisions and recommendations in the following key areas:

- Risk assessing customers suitability to use the facilities
- Suitability and type of exercise programmes
**Contacts and Relationships:**

The postholder assesses customer needs through the use of pre-exercise questionnaire, goal-setting sheet and during one to one inductions and follow up sessions.

The postholder offers general advice, assistance and support to all customers.

The postholder attends fitness centre team meetings.

**Responsibility for Resources:** (to include approximate value, sole or shared responsibility and for what percentage of their working hours away from their designated base)

Shared responsibility for the proper use and safekeeping of fitness equipment.

Shared responsibility for the use and storage of chemicals in accordance with COSHH regulations.

**WORK ENVIRONMENT**

**Work Demands:**

There are set daily programmes and routines. However, users of the service may interrupt tasks.

**Physical Demands:**

There is a requirement to demonstrate equipment to users.

There is a requirement for the postholder to make adjustments to equipment that will occasionally require working in awkward postures.

**Working Conditions:**

The Fitness Centre is regarded as well ventilated, lit and heated when necessary.

**Work Context:**

Potential conflict from customers over use of equipment.
Position in Organisation:

Indicate how many staff the post is directly accountable for: 0

Does the postholder manage the posts Yes o No o

OR

Does the postholder supervise the posts Yes o No o

Are posts in more than one location? Yes o No o

Is the supervision/management shared with another post in the structure? Yes o No o

Please indicate which post(s) __________________________________________________________

Note:

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility. This job description is provided for guidance only and does not form part of the contract of employment.

Date of Job Description ........................................

Date copy sent to Post holder ................................

Corporate Services Cabinet Member 12 November 2003