



number one for
service and value

Job Profile

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| Provisional Job Title: Casual Fitness Instructor (Sports Centres) | Grade: Scale 2 |
| Section: Culture/Sports | Directorate: Contracts & Leisure |
| Responsible to: Centre/Assistant/Duty Manager | Responsible for: |
| Post Number/s: | Date: April 2016 |

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose:

To provide a high quality service and a safe environment to all our customers. The post will have particular responsibility for the health and safety of users and the cleanliness of the gym/studio to all visitors to the centre.

Specific Duties and Responsibilities:

- Ensure that all health and safety duties are carried out in accordance with NOP/EAP procedures and follow procedures in the Staff Information File.
- To take responsibility for the fitness facilities when on shift ensuring the public's safety and correct use of facilities.
- To undertake inductions, gym programmes, fitness testing and tailor these to the individual's requirements.
- To actively support the management team with implementing new services and facilities.
- To follow the customer retention process in place and actively encourage members to keep active by using our facilities.



- To carry out the responsibilities of the post having regard to the Council's policies and procedures as well as additional guidelines as laid out in the Centre's Staff Information file.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the Borough's of Wandsworth and Richmond services.
- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand the both Council's duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

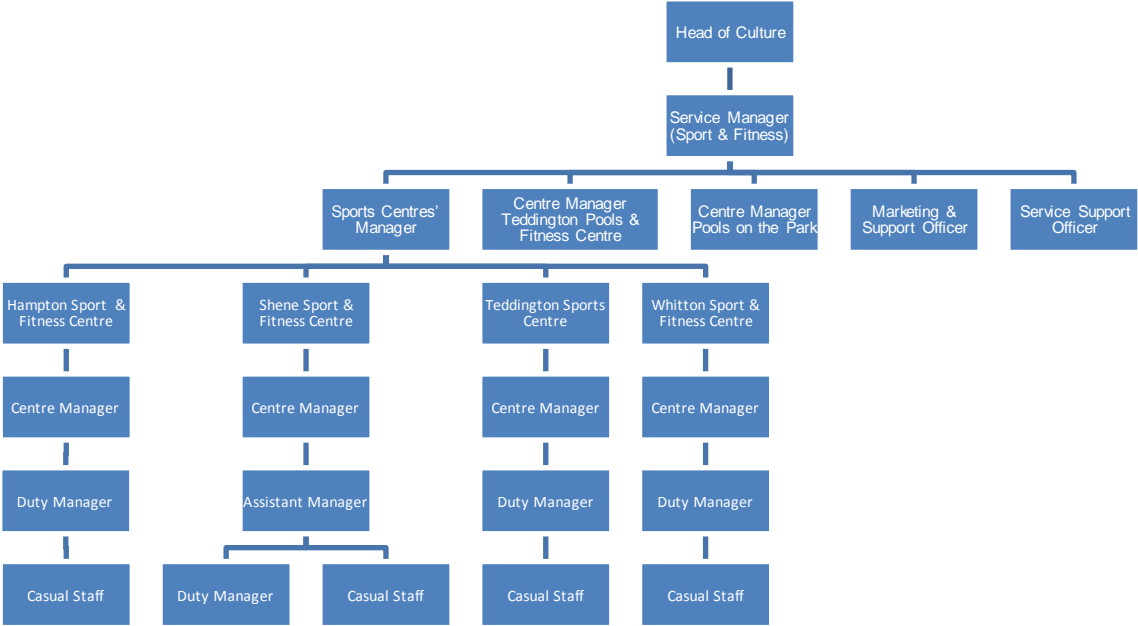
The Sport & Fitness Service sits within the Contracts & Leisure Department. Its primary objective is to develop opportunities and provision for participation in sport and physical activity for all sections of the community. The team is responsible for the management of 4 dual-use Sports and Fitness Centres, Teddington Pools & Fitness Centre and Pools on the Park in Richmond, as well as a centrally based Sports Development Team.

The Council is continually reviewing its structures and ways of working in order to provide the best services possible for residents, in the most efficient way. As a result the key tasks in any job may be varied and the post holder will be expected to take on such variations consistent with the level of responsibility of the post.

This post is subject to a Disclosure & Barring Service check (DBS). The postholder will work a flexible shift rota, which will include unsociable hours (some evenings and weekends). The postholder may also be asked to work at any of the Borough's Sport & Fitness Centres.



Current team structure





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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Post Specific Values & Behaviours

- I think about my work and get it right first time.
- I treat customers the way they would want to be treated, being fair and with respect and I value differences.
- I do what I say I will do, when I've promised to do it, or let people know why not.
- If I spot something going wrong I do something about it, even if it isn't my job.
- I look for examples of good practice in the Council and outside to improve the way I do my job.

| Requirements | Assessed by A & I/ T/ C |
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| Knowledge & Experience | |
| Knowledge of the importance of Health and Safety issues with reference to sports/leisure activities. | A/I |

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| Skills | |
| Ability to undertake cleaning duties and maintenance duties in accordance with set procedures. | A/I |
| Ability to demonstrate an understanding of why Diversity & Equality is important in employment and sports / leisure service delivery. | A |
| Ability to demonstrate an understanding of why Customer Care is important in | A/I |



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| employment and customer service. | |
| Ability to maintain and keep records up to date. | A |
| Ability to assist with the sales and membership of the Centre, e.g. tours, joining information etc. | I |
| Ability to ensure the fitness equipment/furnishings are fully maintained and available for use. | A/I |
| Ability to communicate effectively both verbally and in writing with a wide range of people (clubs, staff and customers), for the purposes of providing advice/guidance, as well as information and assistance on services offered and the operation of equipment. | A/I/T |
| Qualifications | |
| A recognised fitness qualification or sports/recreation or management qualification. | A/I |
| YMCA Exercise to Music/GP Referral/Group Instructor certificate (desirable). | A |
| First Aid qualification. | A |