

JOB DESCRIPTION

Job Title: Sport & Fitness Assistant

Grade: 1

Responsible to: Sport & Fitness Manager

Job Purpose:

Provide effective support in the efficient running and operation of all Sport and Recreation Facilities to ensure its users have a safe and enjoyable experience. Instruct, motivate and guide users to meet their full potential whilst using in the Sports & Fitness facilities.

To provide an excellent customer focused service to all users dealing with face-to-face, over the telephone and online queries.

Main Duties and Responsibilities

To work as part the Sport & Fitness Team to ensure all current Sport and Recreation facilities, and any future facilities that are developed, are operated to their full potential in order to provide a cutting edge, first class service to its users.

Ensure the Sports Centre reception is operated efficiently, using the computerised and clerical systems. In particular, being responsible for daily cash procedures.

Coach users on a range of fitness activities, designing and running exercise classes as required.

In the absence of a member of the management / supervisor team open and close sports facilities in line with standard operating procedures.

Supervise the Fitness Facilities to ensure they are safe for users.

Optimise revenue generation from commercial activities, including sale of memberships, booking of facility space and merchandise.

Administer all sports and recreation program timetabling.

Maintain a first class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.

Gather and analyse data relating to fitness suite usage for use by the Sports Management Team.

To communicate, liaise and maintain effective working relationships with colleagues within Falmouth University, University of Exeter, Falmouth Exeter Plus and the FXU, as well as external partners, individuals and organisations.

Ensure all facilities are kept clean and tidy, and all equipment is kept in a good state of repair in line with health and safety requirements.

To follow processes to ensure all staff and users adhere to facilities health and safety guidelines.

General Duties and Responsibilities

Deliver a level of customer service which meets and exceeds the expected standards. Ensure all people are dealt with efficiently and with appropriate regard to their needs.

Undertake reasonable duties which contribute to the success of the directorate and FX Plus as a whole.

Agree personal and team objectives and work to achieve them, developing both individually and collectively.

Actively participate in required organisational processes, courses and activities, constantly maintaining the required conduct.

Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Safeguarding.

PERSON SPECIFICATION

Post title: Sport & Fitness Assistant

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	Educated to A Level standard or equivalent Nationally recognised level 2 gym instructor certificate	Specialist qualifications relevant to the post Qualified First Aider (or willing to obtain)
Experience / Knowledge	Relevant experience of working within a similar environment Excellent practical and theoretical knowledge of all aspects of instruction in order to help users reach their specific goals, including people with disabilities Previous customer service experience Relevant experience working with cash and other payment systems	Specific experience working in a busy health and fitness environment Experience of membership booking systems
Skills / Personal Requirements	Flexible approach to work IT Literate Motivated and enthusiastic in the promotion of health and fitness Good oral and written communication skills with a friendly and approachable manner Ability to work on own initiative and as part of a team Requirement to pass an enhanced DBS check	