

**Fitness Officer**

**Sports Development Service**

**University of Stirling Campus**

**Grade 4**

**Organisational Structure**

Reports to: Health, Fitness and Wellbeing Officer

**The Role**

The post holder will provide a customer-facing role in the delivery of the overall fitness programme in the gym areas. Key to this role is the ability to inspire and motivate members to engage in fitness and physical activity through quality instruction, personalised fitness programmes, events, and challenges.

**Key Duties and Responsibilities**

**Instruction**

* Perform new member inductions and explain and demonstrate the need for correct training and technique purposes.
* Follow operational procedures in the use of the equipment to provide fitness programmes for members.
* Perform basic fitness tests on members to give advice and feedback regarding health and fitness status.
* Prepare personal exercise plans for members that assist them achieve their health and fitness goals.
* Provide a range of fitness, relaxation classes and educational sessions on key aspects of health and fitness.
* Contribute to the delivery of a series of events, challenges and workshops to inform and motivate customers.

**Customer Relations**

* Provide an approachable, professional point of contact in the gym areas for new and existing members that provides a hub for communication, interaction and social engagement amongst users.
* Take action to ensure that all facilities are clean, well maintained and fit for purpose at all times
* Follow operating procedures for the logging and reporting of equipment faults and take action to minimise disruption.
* Deliver a customer service culture that involves new member contact, which encourages product sales, participation, social interaction and membership retention, so that exercise becomes habitual and enjoyable.
* Deal with customer comments to ensure high levels of customer satisfaction at all times.

**Other**

* Promote and be part of a continuous improvement culture set within a student centred environment.
* Provide support for the generation of membership sales by providing prospective and current members with information on services, membership packages, promotional events, tours, etc, to ensure high levels of customer satisfaction.
* Provide First Aid where required and ensure the reporting of incidents and accidents is carried out in accordance with University procedures.
* Adopt a flexible approach to work, providing cover in cases of sickness, annual leave or special events.
* Assist with the delivery of departmental and university wide events, for example, Freshers’ Week, Open Days, Dumyat Hill Race and Campus 5k.
* Embed the University’s core values of excellence, openness and ambition.
* Support and promote the values and behaviours of the Sports Development Service and the University of Stirling at all times.
* Ensure that all University policies and procedures are adhered to.
* Carry out any other duties, which are appropriate to the post as may be reasonably requested.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications/**  **Education** | * NVQ Level II or equivalent award in fitness instructing (Gym) or equivalent recognised by the Registry of Exercise Professionals (REPS) and Skills Active. * Willing to undertake relevant training, as required for the role * First Aid Qualification | * Relevant qualification to teach group fitness classes. * NVQ Level III Advanced Instructor or Personal Trainer Award recognised by the Registry of Exercise Professionals (REPS) and Skills Active. |
| **Experience** | * Good Working knowledge of Health & Fitness including the delivery of induction systems, fitness testing and personal exercise programmes. | * Experience of working and operating within a busy large-scale fitness complex. * Practical teaching experience in a range of group activity classes. |
| **Knowledge** | * Knowledge of basic maintenance of health and fitness equipment * Opening and closing procedures * Understanding of Health & Safety Legislation | * Knowledge of University Sport & Fitness * Experience of generation of sales and retention within the fitness sector |
| **Skills and Attributes** | * Must have the ability to lead and motivate others. * Work well as a team player * Excellent interpersonal skills * Demonstrable organisation and planning skills * Excellent verbal and written communication skills * Committed to a high-quality service delivery | * Actively involved in sport and fitness. * Interest in University Sport. |
| **Other** | * Required to cover operational hours as necessary. * Willingness to support the wider Sports Development Service team. * A positive and energetic outlook. * Ability of act corporately. |  |

**Behaviours / Competencies**

We place great importance on behaviours and attitudes during the selection process to ensure that we bring people into the University who support the way we do business. In addition to the duties and responsibilities associated with this role, the role holder will be required to evidence that they can meet the qualities associated with the following behavioural competencies, as detailed within the AUA Competency Framework.

1. **Managing self and personal skills**

Being aware of own behaviour and mindful of how it impacts on others, enhancing personal skills to adapt professional practice accordingly.

1. **Delivering excellent service**

Providing the best quality service to external and internal clients. Building genuine and open long-term relationships in order to drive up service standards.

1. **Embracing change**

Being open to and engaging with new ideas and ways of working. Adjusting to unfamiliar situations, shifting demands and changing roles.

1. **Engaging with the wider context**

Enhancing your contribution to the organisation through an understanding of the bigger picture and showing commitment to organisational values.

1. **Developing self and others**

Showing commitment to own ongoing professional development. Supporting and encouraging others to develop their professional knowledge, skills and behaviours to enable them to reach their full potential.

1. **Working together**

Working collaboratively with others to achieve objectives.  Recognising and valuing the different contributions people bring to this process.

1. **Achieving results**

Consistently meeting agreed objectives and success criteria. Taking personal responsibility for getting things done.