



UNIVERSITY OF LEEDS

## CANDIDATE BRIEF

Fitness Instructor / Personal Trainer, Facilities Directorate



**Salary: Grade 2**

**Hours of Personal Training delivery are subject to market rate adjustment to £12.95 per hour**

**Reference: FDCCS1258**

**Closing date: 27 August 2019**

## **Fitness Instructor / Personal Trainer**

### **Sport and Physical Activity, Facilities Directorate**

**Are you customer focused and dedicated to providing an excellent service? Do you have an NVQ Level 3 Personal Training qualification or equivalent?**

The University of Leeds has made a significant investment into its sporting facilities with a £1.2 million gym and studio refurbishment, a boathouse and a £5 million investment to create the UK's first purpose-built triathlon training centre and 1.6km cycle circuit. The on-campus Sport and Physical Activity facilities cater for over 17,000 members, and facilities include a state of the art 250 station fitness suite, a 25 metre swimming pool, sauna, steam room, studios, indoor climbing wall, squash courts and the largest indoor sports hall in Leeds.

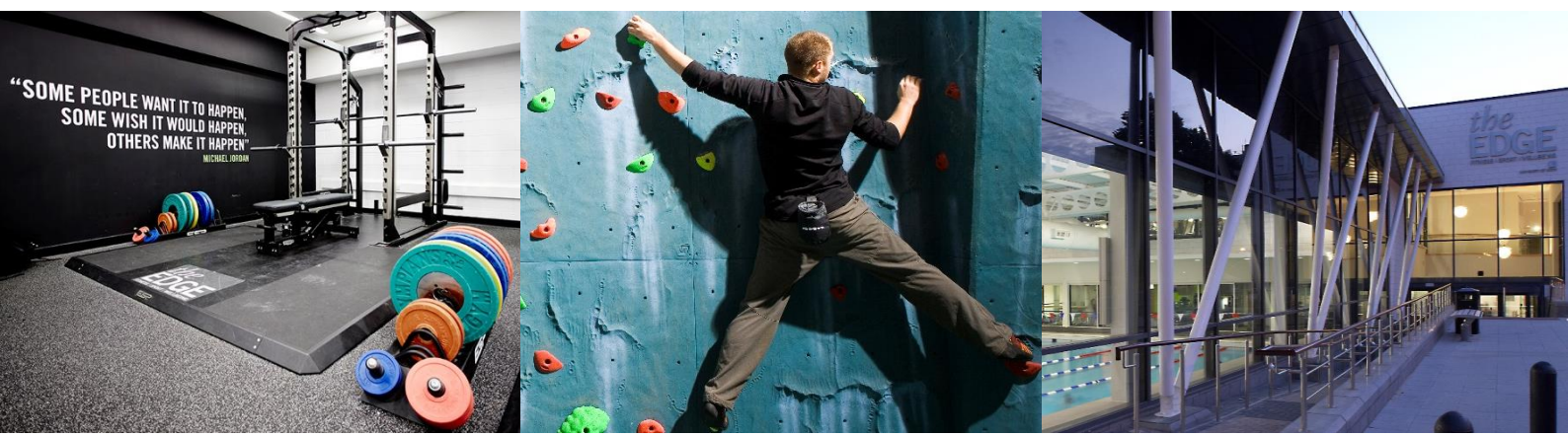
As a Fitness Instructor / Personal Trainer you will be responsive to member needs, being regularly available to provide help and advice on the gym floor. You will have a Personal Training and Group Exercise qualification, and experience of working in the fitness industry. With knowledge and experience of designing and delivering personal training, fitness testing, and group exercise, you will have the ability to inspire and instruct our members and wider community to achieve their health and fitness goals.

You will be required to work on a shift based system, which includes the requirement for you to work early mornings, evenings, weekends, University closure days and bank holidays. Hours of work will be variable dependent upon the needs of the business. You will be primarily based at one of our designated sports facilities, however will be required to work at any of our sports facilities when required.

### **What does the role entail?**

As a Fitness Instructor / Personal Trainer your main duties will include:

- Proactively engaging with members and guests on the gym floor, and being responsive to their needs;
- Being responsible for the delivery of the agreed induction process and member pathway;
- Delivering group exercise activities; including courses and classes as required;



- Delivering a professional and high quality Personal Training (PT) service and preparing and monitoring individually tailored, innovative and exciting fitness programmes for customers;
- Building a client portfolio with the opportunity to conduct Personal Training both on and off shift;
- Ensuring the safe and proper use of the fitness facility equipment by customers on a day-to-day basis;
- Providing excellent customer service by dealing with problems and queries in a helpful manner and adhering to policies and service standards;
- Dealing with any complaints effectively, referring any problems senior managers promptly as required;
- Having full knowledge of the Technogym Wellness system and actively promoting the benefits of using the system to customers;
- Providing knowledgeable advice and information to existing and prospective customers on the services provided by the facility;
- Promoting the Health and Fitness service's and wider Sport and Physical Activity products, programmes and facilities to customers in a positive and professional manner;
- Working to key performance indicators (KPI's) and targets as required.
- Adhering to the cleaning and maintenance schedule and recording maintenance information accordingly;
- Completing administrative duties as delegated by the Senior Fitness Instructors and Assistant Duty Managers (Health and Fitness);
- Acting as the fire warden and first aider as required.
- Attending training, meetings and forums to contribute to the development of the Service as required;
- Working within and ensuring adherence to both the University's and Sport and Physical Activity's Health and Safety and Equality and Diversity policies.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

## What will you bring to the role?

As a Fitness Instructor / Personal Trainer you will have:

- An NVQ Level 3 Personal Training Qualification or equivalent;



- A group training qualification and experience of delivering group exercise classes and small group training;
- Demonstrable experience working in the fitness industry, with knowledge and experience of designing and delivering personal training, fitness testing and gym inductions;
- Excellent communication and interpersonal skills, with the ability to effectively persuade, negotiate and influence others to achieve their goals and the ability to develop effective relationships with customers and colleagues;
- Experience working in a customer focused environment with a commitment to providing excellent customer service;
- Experience of working within a team and across departments as well as the ability to work on own initiative;
- Excellent organisational skills, with the ability to work accurately with high attention to detail;
- Flexibility, with an ability to work weekends, evenings, bank holidays and closure days as required;
- A current valid First Aid qualification, or the ability to pass within the first 3 months;
- Demonstrable behaviours in line with [Commercial and Campus Support Services' and University values.](#)

You may also have:

- Experience of delivering training courses and workshops.

## How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

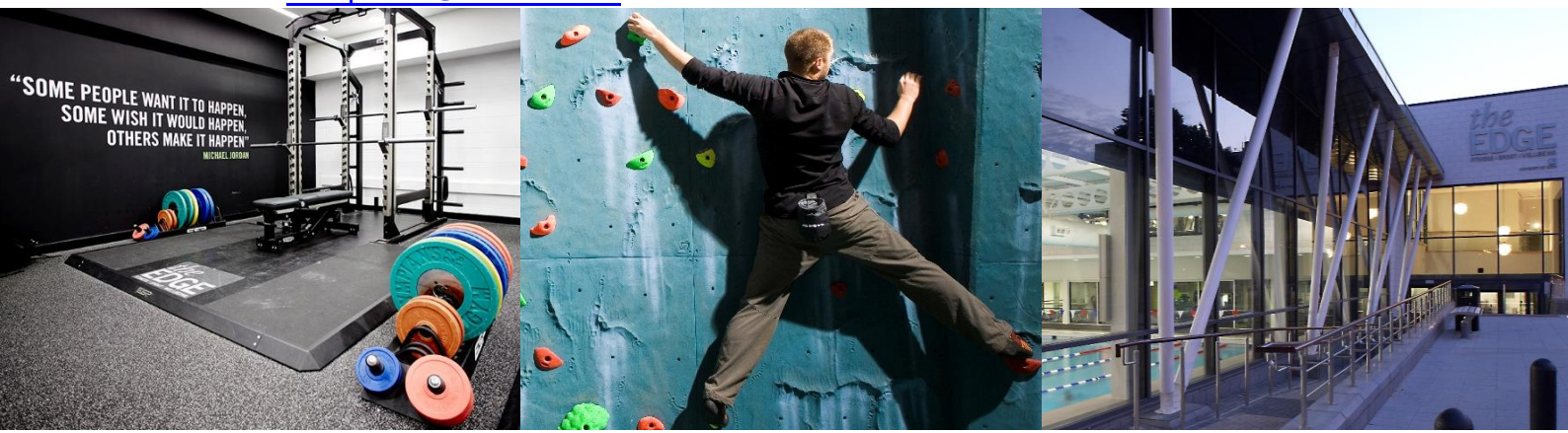
## Contact information

To explore the post further or for any queries you may have, please contact:

**Mike Potter, Assistant Operations Manager (Health and Fitness)**

Tel: +44 (0)113 343 4921

Email: [m.d.potter@leeds.ac.uk](mailto:m.d.potter@leeds.ac.uk)



## Additional information

For more information about Sport and Physical Activity visit <https://sport.leeds.ac.uk/>.

### Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

### Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at [disclosure@leeds.ac.uk](mailto:disclosure@leeds.ac.uk).

## Criminal record information

### Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations on our [Criminal Records](#) information page.

