



**Facilities Directorate
Commercial and Campus Support Services – Sport and Physical Activity**

Fitness Instructor / Personal Trainer

Part Time – Various hours

The University has recently made significant investment into the indoor facilities at The Edge and has invested £1.2 million in an extension and refurbishment project of the fitness suite. Alongside providing state of the art fitness equipment, the facility offers a range of classes and aquatics activities and 25 metre 8 lane swimming pool.

As this is a customer facing role, you will be responsive to the needs of customers and be regularly available to provide help and advice. You will take an active role in fitness instruction, Personal Training (PT) and preparing tailored fitness programmes for our customers.

You will have a Personal Training and Group Exercise qualification and have experience working in the fitness industry. You will have knowledge and experience of designing and delivering personal training, fitness testing and gym inductions and have the ability to inspire and instruct our members and wider community to achieve their health and fitness goals.

Although you will be based primarily at one of our designated sports facilities, you may also be required to work at any of our other facilities operated by Sport and Physical Activity. Please note that the total number of working hours available for this role will be variable and be dependent upon the needs of the business.

University Grade 2 (£15,015 - £15,632 p.a. pro-rata)

Your hourly rate will be £8.25 - £8.59, however when delivering personal training you will be paid £12.95 per hour.

Informal enquiries may be made to Helen Loftus, Operations Manager, tel +44 (0)113 343 4116, email h.loftus@leeds.ac.uk

Ref: FDCCS1016

**Click here for further information about working at the University of Leeds
www.leeds.ac.uk/info/20025/university_jobs**

Job Description

Responsible to: Head of Sport

Reports to: Senior Fitness Instructor

Main duties and responsibilities

- As a member of front line staff at The Edge, to be responsive to the needs of customers, constantly available to provide help and advice, and to be proactive in engaging customers.
- Responsible for the delivery of the agreed induction process.
- Deliver professional and high quality Personal Training (PT) service as required and to prepare and monitor individually tailored, innovative and exciting fitness programmes for customers.
- To deliver group exercise activities as and when required.
- To ensure the safe and proper use of the fitness facility equipment by customers on a day-to-day basis.
- Provide excellent customer service by dealing with problems and queries in a helpful manner and adhering to policies and service standards.
- Deal with any complaints effectively and to refer any problems to the Senior Fitness Instructor promptly when required.
- To have full knowledge of the Technogym Wellness system and to actively promote the full benefits of using the system to customers.
- To provide knowledgeable advice and information to existing and prospective customers on the services provided by the facility.
- Project and market the fitness and other Sport and Physical Activity facilities to customers in a positive and professional manner.
- To work to key performance indicators (KPIs) and targets as required.
- To follow and adhere to the cleaning schedule and necessary maintenance checks and to record information accordingly.
- To complete administrative duties as delegated by the Senior Fitness Instructor.
- To act as the fire warden and first aider as required.
- Attend training and meetings and forums to contribute to the development of the service as required.
- Provide professional and excellent customer service by adhering to service standards and values.
- To work within and ensure adherence to both the University's and Sport and Physical Activity's Health and Safety and Equality and Diversity policies.
- Any other duties as may reasonably be required, consistent with the grade of the post.

Additional information

- The post will be based primarily at one of our designated sports facilities, but it is a requirement of the post that the post holder be prepared to work at any of the sports facilities.
- You may be required to cover for others' absence, which may often be at short notice.
- You will be required to wear staff uniform at all times, which will be provided to you.

Career Expectations

The University of Leeds is committed to developing its staff. All staff participate in the Staff Review and Development scheme and we continue to work with individuals, supporting them to maximise their potential.

Progression to a higher grade is dependent on an individual taking on an increased level of responsibility. Vacancies that arise within the area or across the wider University are advertised on the HR website - <http://jobs.leeds.ac.uk> - to allow staff to apply for wider career development opportunities.

University Values

All staff are expected to operate in line with the University's values and standards, which work as an integral part of our strategy and set out the principles of how we work together. More information about the University's strategy and values is available at <http://www.leeds.ac.uk/comms/strategy/>

Commercial and Campus Support Services Values

Aligned to the University's values and standards, Commercial and Campus Support Services have defined four core values that capture the essence of what we represent as a team. More information about Commercial and Campus Support Services vision, culture and values is available at <http://commercialservices.leeds.ac.uk/about-us/>

Person Specification

Essential

- Personal Training Qualification.
- Group Exercise Qualification.
- A current First Aid at Work certificate (or the ability to pass First Aid at Work within 3 months of appointment).
- Demonstrable experience working in the fitness industry, with knowledge and experience of designing and delivering personal training, fitness testing and gym inductions.
- Proven ability to build rapport and develop effective relationships with customers and colleagues.
- Excellent communication and interpersonal skills, with the ability to effectively persuade, negotiate and influence others.
- Proven ability to engage and motivate others to achieve goals.
- Commitment to providing excellent customer service.
- Ability to work responsibly on own initiative as well as in a team.
- Ability to effectively work under pressure during challenging situations.
- Excellent organisational skills, with the ability to work accurately with high attention to detail.
- Commitment to demonstrate behaviours in line with the values of Commercial and Campus Support Services and the University.

Desirable

- Experience working in similar facilities.
- Relevant experience in the Higher Education environment.
- Experience of teaching group exercise classes.

Additional Information

The University offers generous terms and conditions of employment, a wide range of benefits, services, facilities and family friendly policies. Full details are available on the Human Resources web pages accessible at www.leeds.ac.uk/hr

The Partnership

The Partnership has been developed by students and staff and describes the mutual expectations of us all as members of the University of Leeds community. More information about the Partnership is available at <http://partnership.leeds.ac.uk>

Disclosure and Barring Service

A Disclosure and Barring Service (DBS) Check is not required for this position. However, applicants who have unspent convictions, cautions, reprimands and warnings, including any pending criminal proceedings must indicate this in the 'other personal details' section of the application form and send details to the Recruitment Officer at disclosure@leeds.ac.uk

Disabled Applicants

The post is located in Sport and Physical Activity. Disabled applicants wishing to review access to the building are invited to contact the department direct. Additional information may be sought from the Recruitment Officer, email disclosure@leeds.ac.uk or tel + 44 (0)113 343 1723.

Disabled applicants are not obliged to inform employers of their disability but will still be covered by the Equality Act once their disability becomes known.

Further information for applicants with disabilities, impairments or health conditions is available in the applicant guidance.