

## Job Description and Personal Specification

<b>Job title</b>	<b>Gym / Leisure Assistant</b>
<b>Location</b>	<b>Aylsham Sports Hub</b>
<b>Rate of Pay</b>	<b>Starting hourly rate £13.10</b>
<b>Responsible to</b>	<b>Aylsham Sports Hub Management Team</b>

### Role and Context

#### **Job Purpose**

Under the guidance of the Sports Hub management team and in line with the established practices and procedures of the sports facilities, the successful candidate will ensure that the hub is welcoming to all, providing a safe, enjoyable, and comfortable experience, with the key focus of assisting users within the gym environment.

#### **Context**

Aylsham Sports Hub offers extensive community sporting facilities including a membership scheme for gym, swim and exercise classes. Non-members pay as you go swimming, sports activities and private hire. We also operate a swim school and children's holiday activities.

#### **Other Job Information (e.g. any special factors or constraints)**

Hours to be advised.

### Principal Accountabilities

#### **Accountability**

- To assist and support all users in the gym environment
- To lead small group gym sessions
- To deliver exercise classes including spin
- To maintain vigilant supervision of facility users to ensure their safety
- To administer first aid, assist with pool rescues and provide resuscitation when required
- To always comply with the sports hub's health and safety policy & procedures
- To deal with customers in a friendly and professional manner, delivering outstanding service
- To carry out cleaning duties and checks to ensure all areas are kept tidy
- To always wear the prescribed staff uniform
- To prepare activity areas involving the setting up/dismantling of equipment
- To maintain any suggested training requirements
- To administer any booking systems and process all transactions accurately
- To attend meetings, training and provide input into ways of developing the sports hub
- To feedback any areas of concern to the management team

**Health and Safety**

As a member of staff, you are responsible for the safety and welfare of all users and you must therefore have good knowledge & understanding of the sports hub's health and safety policy and relevant instructions for your area of work. Any matter which you consider requires attention in this respect is your responsibility to follow correct procedures and notify the management team or shift leader where relevant. Copies of the current health and safety policy and safety procedures are available in reception and within the pool safety operating procedure.

Person specification	
Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Gym Instructor Level 2 qualification</li> </ul>	<ul style="list-style-type: none"> <li>• Gym Instructor Level 3 qualification</li> <li>• Group fitness Instructor qualification</li> <li>• Level 3 Personal trainer qualification</li> <li>• Good general level of education</li> <li>• RLSS or STA lifeguarding qualification</li> <li>• First aid at Work</li> <li>• Spin qualification</li> </ul>
Experience	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Experience of working in a gym environment</li> </ul>	<ul style="list-style-type: none"> <li>• Working in a similar environment / industry for a minimum on one year</li> <li>• Customer service experience, in person and over the phone/email</li> </ul>
Skills/knowledge	
Essential	Desirable
<p><b>Health &amp; Safety</b></p> <ul style="list-style-type: none"> <li>• Good understanding of health and safety in the leisure industry</li> </ul>	

<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Ability to create a positive, welcoming environment</li> <li>• A commitment to building rapport with gym users</li> <li>• Excellent communication skills</li> </ul> <p><b>Gym Knowledge</b></p> <ul style="list-style-type: none"> <li>• Comprehensive knowledge around the safe and most effective use of the gym and related equipment</li> </ul> <p><b>Administration</b></p> <ul style="list-style-type: none"> <li>• IT Computer literacy</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding the needs of our local community</li> </ul> <ul style="list-style-type: none"> <li>• Physical fitness/strength &amp; endurance</li> <li>• Ability to demonstrate functional movements</li> </ul>
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**General Information**

- The job description outlines the key outcomes required and should only be updated to reflect significant changes that impact the job’s objectives
- All tasks and duties must be carried out in accordance with relevant training, policies, procedures, and legislation, while considering the needs of our customers and the diverse community we serve
- Job holders are expected to demonstrate flexibility in their duties and undertake any other responsibilities that align with the job grade, fall within the general scope of the role, and are supported by training as requested by management
- Aylsham Sports Hub is dedicated to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to uphold this commitment
- As representatives of Aylsham Sports Hub, we are all expected to uphold our values and standards at all times, including outside of the workplace. Our actions reflect not only on ourselves, but on the organisation as a whole. Whether in person or online, we strive to maintain the integrity, professionalism, and respect that define our culture

**Vision-**

***"Inspiring a healthy community, Investing in learning."***

We are committed to providing excellent sporting, fitness and wellbeing opportunities for all. Profits are re-invested into the TACT (Families) schools for the benefit of the children, their families and the community.

**Core values-**

- We are a safe, warm welcoming community providing health and wellbeing opportunities to everyone
- We pride ourselves on exceptional customer care by listening and engaging with our members to deal with their issues or concerns
- We aim to provide friendly, competent staff by investing in training and supporting all employees to achieve their full potential
- We strive to offer the best programs and facilities to everyone providing opportunity and choice for all
- We work in partnership to provide services and support for pupils in education and to provide additional funds to support the educational and social emotional needs of families through TACT (Families), a charitable organisation
- Our aim is to increase participation in sport and exercise to encourage the greater community to live healthier and more active lifestyles. We uphold this service by providing well-managed up-to-date facilities at affordable prices