

absolutely

General Summary:

An important customer facing position in an award winning gym. Staff to be able to offer friendly advice in a fun, professional environment, going above and beyond to exceed customer expectations. To be available to work mornings, evenings, and weekends, helping to maintain our status as one of the best gyms in the nation

Job Description

Fitness Guru

- Undertake both opening and closing key holder shifts, working flexibly to ensure all checks done and being responsible for the smooth running of the building.
- Tour potential new members around the facility and sign them up.
- Create and deliver enjoyable fitness inductions and group exercise classes
- Be approachable and help members with their workouts.
- Deal with any issues in an enthusiastic and positive manner, where no task is too small
- Have high standards to create a clean and tidy environment that wows our customers every day.

Person Specification

The person we are looking for: -

Essential Criteria

Personal Qualities

- 1.1 Puts the customer first.
- 1.2 Has a friendly and approachable attitude.
- 1.3 Is able to use and implement own initiative.
- 1.4 A hardworking and enthusiastic attitude

Core Skills

- 2.1 Health & Safety ~ recognises that health & Safety of customers and colleagues is very important.
- 2.2 Promoting the facility within a commercial Environment.
- 2.3 Is able to use own initiative, but also to work effectively in a team.
- 2.4 Understands the values of our Company
- 2.5 Has high cleanliness standards and takes pride in the appearance of the facilities and of themselves
- 2.6 A quick learner, with the confidence to implement new skills

Managing People

- 3.1 Self-motivated person who sets and achieves targets.
- 3.2 Prepared to work unsociable hours and be flexible to meet the needs of the service.
- 3.3 To understand effective prioritisation of work.
- 3.4 Is approachable and easy to talk to

Personal Effectiveness

- 4.1 Able to communicate, influence and negotiate with individuals at all levels.
- 4.2 An organised and methodical approach.

Qualifications

- 5.1 Educated to 'O' Level/GCSE standard or equivalent. NVQ Assessor status or willingness to train as.
- 5.2 Must hold a NVQ Level 2 Gym instruction qualification or equivalent.

Desirable Criteria

- 6.1 Experience of the requirements of a sports/leisure facility with particular emphasis of aerobics and the gym Environment.
- 6.2 Experience of working in a customer facing position



Solid
We are the
business

Positive
Believe we can
achieve anything

Empowered
The courage to use
our own initiative

Achieve
We go beyond
expectations

Rewarding
We make every day
more enjoyable