

South Downs Leisure

IDENTIFICATION OF JOB

JOB TITLE: Fitness Advisor, Casual Fitness Advisor

TEAM: Fitness

WORKING BASE: Splashpoint Leisure Centre, Worthing Leisure Centre, Lancing Manor Leisure Centre and Southwick Leisure Centre

RESPONSIBLE TO: Fitness Manager

PURPOSE OF JOB

Assist in the day-to-day operation of the South Down Leisure Gyms

MAIN RESPONSIBILITIES

Job Specific Duties:

- Ensure that a high level of customer service is maintained by being helpful, courteous, engaging and knowledgeable about products available across South Downs Leisure sites
- Provide a welcoming and efficient customer service throughout customer journey
- Seek to build customer loyalty with regular visitors
- Create and supervise training programmes for both new and existing members
- Monitor customers progress and adapt programmes as needed
- Carry out inductions and fitness assessments as required
- Deliver gym floor-based sessions and workshops as determined by the rota and timetable
- Watch customers perform exercises and show or tell them correct techniques to minimize injury and improve fitness
- Give alternative exercises during workouts or classes for different levels of fitness and skills
- Explain and enforce safety rules and the use of exercise equipment as well as regulations on sports and recreational activities
- Ensure the gym is clean and free of health and safety hazards
- Operate plantroom and equipment in accordance with the procedures
- Maintain high standards of cleanliness and hygiene within the gyms and health suite
- Maintain the gym equipment and report faults
- To handle cash in accordance with SDL cash handling procedures
- Assist the Membership Advisor in sales as required
- To maintain records as required within existing procedure
- Undertake all duties in accordance with SDL policies, particularly those relating to Customer Care and Equal Opportunities.

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- Carry out the retention procedures and ensure all targets are met
- Respond to customer enquiries

General

- Provide a high-quality service throughout all areas of work (including seeking areas of continuous improvement and development)
- Adhere to and keep up to date with all job-related Health & Safety legislation and requirements

Training

- Attend quarterly team meetings.
- Attend 1-2-1 meetings
- Attend annual PDR
- Hold a level 2 Gym qualification
- Maintain appropriate industry qualifications throughout the term of your employment