Fitness Instructor
Introduction

As a member of the Commercial Services team, you will be a key contributor in supporting our section to provide essential income and to support the University’s key objectives. The services we provide underpin values that will enhance the ‘student experience’, whilst being profitable and sustainable.

We work in an all-inclusive environment where the word ‘team’ is part of our culture. We provide an excellent benefits package supporting market led terms and conditions of employment. We are committed to ‘Investors in People’ and this is demonstrated by providing an open door policy giving access to the Management Team from all levels of the organisation.

We wish you well with your application.

Mission and Values

At YCL our mission is to provide the highest standard of customer satisfaction, value for money and quality of product within a friendly and helpful environment.

Our values are:

**Trust** - We will place trust in you to do your job and do it well

**Respect** - We will respect you and expect you to respect your colleagues and customers

**Unique** - We are all unique and diverse and we embrace this

**Enjoy** - We strive to make work an enjoyable place, you should too!

York Sport

York Sport is a York conferences Limited (YCL) department and is responsible for the University of York’s sporting estate and for delivering University and community facing services in support of our mission to ‘inspire activity’

In recent Years University has invested heavily in sport as it seeks to maximise impact for its student, staff and local community. With support of key stakeholders over £16m has been invested in the ongoing upgrading of facilities that include our £9m Sport Village, regional standard athletics stadium, sports arena, tennis dome, squash courts, sports hall outdoor velodrome, closed circuit cycle facility and performance gym.

Our commitment to provide the highest possible standards to a wide range of user groups is ongoing both in terms of facility, service and event delivery.

We continue to work alongside our many partners as we seek to maximise opportunities and high quality services, through our high quality team and environment that we are justifiably proud of.
YCL

YCL is a wholly owned subsidiary company of the University of York. YCL was formed in 2012 with the overall aim to deliver a profitable service and provide essential income to the University.

There are a number of commercially focussed sections which make up YCL including, Catering, Campus Nursery, York Sport, Design and Print Solutions, York Conferences, Retail Services, York Science Park and support teams including, Human Resources, Central Administration and Marketing.

YCL is continuously looking for new ways to support the University. In 2017/18 we opened a new retail store and catering outlet for the use of students, staff, visitors and the general public.

YCL was awarded Investors in People Silver in 2014.

Benefits Package

- 38 days annual leave including 8 bank holidays (pro rata)
- Pension scheme
- Concessions rates at York Sport Village and Centre
- 10% off campus NISA supermarkets
- Discount scheme with local restaurants, retail and traders
- Salary sacrifice schemes including cycle to work, and campus nursery
- Discount scheme with national retailers and services
- Discounted personal postage rates

The University

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 students. The University is one of the world's leading universities and a member of the prestigious Russell Group.

An Attractive Place to Work

Centred around the picturesque village of Heslington on the edge of the city of York, the campus offers a wealth of facilities, including bars, gyms and shops.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 they have invested in 20 new buildings on the original campus and have completed the first and second phases of a £750m campus expansion.

During this period of change YCL has also grown to support the growth on campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.
Main purpose of this role

- To contribute to the success of York Sport by providing effective, professional and high quality fitness based service to York Sport members and guests within a fitness and group exercise environment over both sites
- To act as a point of contact for YS fitness and to assist in adherence of Fitness based policies, procedures and standards.
- To fulfil Sport Assistant duties within either location of York Sport, when required to do so at times when fitness duties permit providing customer focused service through the preparation of activities, ensuring high quality of service is provided to facility users

Key responsibilities and duties:

- To ensure all fitness users are inducted into the safe use of the equipment dependent on individual requirements and to supervise the fitness and studio areas to ensure the safety of users and equipment and provide instruction and guidance when required
- Design individual fitness programmes and carry out fitness inductions and personal tuition in line with the York Sport requirements
- To deliver minimum of 3 group exercise sessions per week and capability to deliver personal training to York Sport members and guests
- To ensure high standards of professionalism and service to all our members and strive to improve member engagement at all times to ensure regular contact to enhance member experience
- To ensure that we provide a safe environment for club members by following Standard Operations Procedures (SOPs) and adhering to all relevant Health & Safety policies and legislation
- To adhere to established procedures to ensure that equipment is effectively stored, regularly checked, cleaned and maintained in correspondence with health and safety guidelines and manufacturers recommendations reporting all repairs required with immediate effect through established procedures
- To actively promote the value and range of the Health and Fitness and York Sport products and services
- Provide cover for sickness and holiday for other Fitness Instructors when required
- To respond promptly and politely to all feedback and complaints from customers in order to establish and maintain effective channels of communication to all York Sport users and staff by demonstrating excellent customer care
- To liaise with operational staff to ensure that equipment for all activities is set up to maximise effective delivery with high standard of cleanliness and hygiene at all times
- To perform first aid as required and to report all first aid matters in accordance with guidelines and established procedures
- To attend relevant training where necessary and to maintain updated REPS accreditation
• Work with the reception team to ensure that the reception team book fitness suite and studio products, courses and classes compliant to the bookings policy and to oversee membership and attendee status for all fitness and class activity

• To work across all York Sport sites and to work in other positions as and when required.

• To contribute to a culture of continuous improvement and accredited quality standard initiatives (i.e. Investors in People; Customer First; Quest)

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post in response to business needs.
CANDIDATE SPECIFICATION

<table>
<thead>
<tr>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>QUALIFICATIONS</strong></td>
<td>• Member of register of exercise professionals (REPS) level 3 or qualification for entry to REPS at level 3</td>
</tr>
<tr>
<td></td>
<td>• First aid at work</td>
</tr>
<tr>
<td></td>
<td>• Exercise to music or other similar group exercise based qualification</td>
</tr>
<tr>
<td><strong>KNOWLEDGE</strong></td>
<td>• Health and safety regulations and safe working practices</td>
</tr>
<tr>
<td></td>
<td>• Awareness of the Health and fitness industry</td>
</tr>
<tr>
<td></td>
<td>• Up to date class and exercise related trends</td>
</tr>
<tr>
<td></td>
<td>• Manual handling techniques</td>
</tr>
<tr>
<td></td>
<td>• Knowledge of excellent customer service techniques and practice</td>
</tr>
<tr>
<td><strong>SKILLS / ABILITIES/ COMPETENCIES</strong></td>
<td>• Computerised bookings systems</td>
</tr>
<tr>
<td></td>
<td>• Knowledge of the Higher education/ University sector</td>
</tr>
<tr>
<td></td>
<td>• Ability to assess the environment and to create risk assessments</td>
</tr>
<tr>
<td></td>
<td>• Ability to lead and motivate</td>
</tr>
<tr>
<td></td>
<td>• Excellent communication and interpersonal skills with a good understanding of exercise behavioural change strategies</td>
</tr>
<tr>
<td></td>
<td>• Excellent customer service skills</td>
</tr>
<tr>
<td></td>
<td>• Ability to communicate clearly and accurately both orally and in writing</td>
</tr>
<tr>
<td></td>
<td>• IT literacy skills (word, excel, email)</td>
</tr>
<tr>
<td></td>
<td>• Ability to stay calm when under pressure / in emergency situations</td>
</tr>
</tbody>
</table>
## Candidate Specification

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Experience</strong></td>
<td></td>
</tr>
<tr>
<td>- Experience of working within the leisure/fitness industry</td>
<td>- Previous experience of working in a large fitness facility.</td>
</tr>
<tr>
<td>- Experience of working with a computerised bookings system</td>
<td>- Experience of working within or knowledge of sport assistant duties within a multi sport leisure facility</td>
</tr>
<tr>
<td>- Experience of prescribing and delivering fitness programmes and exercise sessions for wide ranging customer groups</td>
<td></td>
</tr>
<tr>
<td>- Previous customer service experience</td>
<td></td>
</tr>
<tr>
<td><strong>Personal Attributes</strong></td>
<td></td>
</tr>
<tr>
<td>- Outgoing, enthusiastic, positive, ‘can do’ attitude and happy to work within a team</td>
<td></td>
</tr>
<tr>
<td>- Professional in behaviour, appearance and communication</td>
<td></td>
</tr>
<tr>
<td>- Ability to work using own initiative and ability to work as part of a team</td>
<td></td>
</tr>
<tr>
<td>- Willingness to work unsocial hours, including weekends and Bank Holidays in order to meet ongoing business needs</td>
<td></td>
</tr>
<tr>
<td>- Strong interest in the wellbeing and enjoyment of others</td>
<td></td>
</tr>
</tbody>
</table>
How to Apply

Online

• Go to https://jobs.york.ac.uk/ycl
• Find the vacancy using the reference
• Complete the online application form

You will need to submit your application by midnight (GMT) of the closing date.

What will I need?

We will ask you for:

• Personal details
• Your employment history
• Relevant qualifications
• Contact details for two referees

You will need to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

YCL will only recruit individuals who have passed the school leavers age. For further information and confirmation of the school leavers age please visit the City of York Council website.

Applicants aged 18 and under will only be offered a maximum of 20 hours of work a week, and must provide evidence that they are in full or part time education/training, or undertaking work based learning such as an apprenticeship.

Help and assistance

Direct queries to ycl-hradmin@york.ac.uk
01904 328413 / 01904 328424