



Job Outline

Culture and Customer Services

Job Title	Activity Instructor L1	Post Number	
Responsible to	Activity Instructor L2		
Overall Purpose: To assist the Activity Instructor L2 with the principal accountabilities listed below or to carry out tasks without supervision in smaller groups to basic levels of competency.			

Principal Accountabilities	
1.	To observe, monitor and give direction to the general public on their behavior and conduct in order to ensure that they safely enjoy activities and prevent misuse or damage to the facility and it's equipment.
2.	General duties including setting out and dismantling of equipment.
3.	Coaching/teaching groups and individuals in accordance with the relevant governing body methods, techniques and standards.
4.	Promotion, organisation and supervision of session activities as directed, including liaison with customers as necessary to inform, develop and promote the activity.
5.	Any duties and responsibilities appropriate to the grade and level of responsibility of the post.
**	In this role you are required to speak English with sufficient fluency to effectively perform your duties, as required by Section 42 of the Immigration Act 2016.
**	The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.



Employee Specification

Post Title: CSA Instructor Dry

Essential Criteria

- Basic understanding of Health and Safety in the fitness suite
- Demonstrates good technical knowledge of personal programming
- Level 2 Instructor qualification or equivalent
- Treats customers with respect
- High standard of coaching to meet the customer needs
- Gives the customer confidence in what they have said/done
- Enthuses others
- Builds rapport
- Delivers information clearly
- Demonstrates genuine concern
- Works on own initiative
- Solves problems
- Is a team player
- Acts with integrity and honesty
- Is non judgemental
- Is organised
- Is resilient
- Can confidently demonstrate good form on a variety of gym equipment relevant to the intended discipline
- Uses technology to manage information
- An ability to fulfil all spoken aspects of the role with confidence through the medium of English.

Desirable Criteria

- First Aid certificate
- Level 3 GP Referral
- Level 2 Nutrition
- Institute of Customer Services qualification
- Les Mills coaching qualifications
- Other Aerobic qualifications
- Cardiac Rehab qualification
- Looks to improve efficiency/effectiveness of services
- Provides clear direction
- Has self-knowledge
- Empowers others



- Embraces change and adopts a 'can do' attitude
- Understands the need for change
- Thinks ahead and takes responsibility for improvement