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| **Job title** | |  |
| **Team** | | Group Exercise Instructor |
| **Date prepared/ Revised by** | | April 2022 |
| **Post accountable to** | | Group Exercise Development Manager |
| **Post directly responsible for employees (number of workers)** | | Direct supervision:0  Indirect supervision:0 |
| **Main purpose** | | |
| Under the supervision of the Group Exercise Development Manager Group Exercise Instructors are responsible for safe and effective delivery of our group exercise classes. | | |
| **Key contacts** | | |
| **Internal** | Operations Manager, Duty Manager, Receptionists, Wellness Coaches | |
| **External** | Customers visiting the site | |
| **Main accountabilities** | | |
| 1. Customer Care and Retention 60% 2. Health and Safety 15% 3. Service Development 15% 4. Administration 10% | | |
| **Standard accountability statements** | | |
| **Health and safety** | You are required to comply with the Council’s Health and Safety Policy and to take such steps as are reasonably practicable for your own health and safety and that of your colleagues at work and those affected by your work. You must comply with your safety responsibilities and must co-operate with management in all respects for the full implementation of the Council’s Health and Safety Policy.  Your safety responsibilities are shown on the Safety Responsibility Statement (SRS) for your post. | |
| **Equality and diversity** | The post holder must adhere to all policies and procedures relating to equality and diversity in the workplace and provision of services. | |
| **Learning and personal development** | The post holder has a personal responsibility for his or her own learning and development, and will maintain up to date records of achievement and attendance as required. The post holder must undertake the learning and training identified in the job skills matrix, and other relevant training that is identified and agreed with their manager. | |
| **Data security** | Brimhams Active Ltd staff must, at all times, maintain personal responsibility for the safe and secure movement of data within, into and out of the company. | |
| **Safeguarding policy and procedures** | The post holder will adhere to all Brimhams Active Ltd Safeguarding policies and procedures. | |
| **Main duties and responsibilities** | | |
| 1. Responsible for the safe and effective delivery of our group exercise classes. 2. Ensure that a high level of customer care is demonstrated throughout each class. 3. Must maintain excellent customer relations, dealing with customer comments and complaints in a responsible and professional manner, passing information to the Group Exercise Development Manager, Duty Manager or Reception Team. 4. Delivery of classes within your qualification range. 5. Ensure classes are accurately signed in through the software system. 6. Ensure Brimhams Active Health and Safety policies are adhered to. 7. Communicate new ideas for classes/ personal development interests and training to the Group Exercise Development Manager. 8. Attends staff training sessions as required. 9. Be well presented and to perform duties in a professional and effective manner to ensure that all customers and visitors receive the highest quality service at all times. 10. To attend relevant updates, CPD’s and seminars to maintain up to date knowledge. | | |