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**JOB DESCRIPTION**

**POSITION:** Fitness Instructor

**HOTEL:** South Lodge

**DEPARTMENT:** Gym

**DIRECT REPORT:** Fitness Manager

**ORGANISATION CHART**

**JOB PURPOSE;**

Reporting to the Fitness Manager, the Fitness Instructor will exercise prescription, encouragement, support and advice to all members and guests in the Gym in order to assist them in achieving their fitness goals and objectives.

* Constantly maintain high levels of presentation and ensure fitness areas are kept in a clean, hygienic, safe and well-maintained condition.
* Ensure that all guests and members receive a thorough and professional induction to their classes
* Assist with cover across the spa operation on a rota basis
* Ensure all classes and tuition are delivered at a five star standard and charged for through standard company procedures and systems.
* Ensure Health and Safety requirements are maintained within the fitness areas and all necessary reporting practices are followed in the event of accident, equipment maintenance or failure.
* Ensure efficient use of all laundry facilities
* Have full awareness of all facilities and equipment available to you to use in the course of your work.

**MAIN RESPONSIBILITIES AGAINST OUR FIVE NON-NEGOTIABLES**

**Creating Happiness in Amazing Places**

* Provide a consistently high standard of training for every member and guest in line with the Gym standards
* Ensure that the guests’ Spa experience is monitored to ensure their satisfaction in their visit
* Maintain high levels of presentation in the Spa, ensuring the gym facilities are kept clean
* Provide challenging fitness plans bespoke to our guests to assist in their desired lifestyle and training choices.
* Promotion of Wellbeing across the Spa and wider resort

**Exclusive People**

* To arrive for duty on time and with clean and hygienic presentation
* To communicate any relevant feedback to your Manager
* Be willing to support other members of the team when necessary
* Develop good relationships with all members, hotel guests and clients within the Spa and also with colleagues throughout the Resort operations
* Ensure that all guests and members receive a thorough and professional induction to their classes.
* Offering exercise classes and training for all departments and schedule employee classes.
* Ensure that all leads are being passed on from all relevant departments within the Resort.
* Ensure that the Spa Operations Manager and Spa Front of House Manager are aware of the weekly fitness schedule.

**Improve Profit**

* Ensure all personal training sessions are charged for correctly
* Work in a manner that does not waste resources
* To work in clean and tidy fashion ensuring that wastage is kept to a minimum at all times, with regards to all products and services used within the Spa

**Increase Revenue**

* Wherever possible using product knowledge to up sell classes
* Encourage repeat custom
* To be knowledgeable about other products available within the Spa
* Develop knowledge on products and services available in the wider industry
* Increase the Spa revenue by promoting Personal Training Sessions/Fitness Courses/Boot Camps/Wellness App/Fitness Timetable/Communicating schedules/Newsletter.

**Strong Brand**

* Demonstrates Knowledge of the Exclusive Collection
* Is an ambassador for the company
* Consistently delivers company standards
* To be aware and have an understanding of all relevant law and legislation with regards to storage, hygiene and health and safety
* At all times to represent the Spa in a professional and knowledgeable manner and at all times strive to achieve the highest standard of customer care
* To be aware and have an understanding of all relevant law and legislation with regards health industry and health and safety.

**Health and Safety**

1. To be aware of and comply with safe working practices as laid down under the Health and Safety Act as applicable to your place of work. This will include your awareness of any specific hazards at your work place.

2. The wearing of appropriate protective clothing provided by or recommended by the Company will be obligatory.

3. To report any defects in the building, plant or equipment according to hotel procedure.

4. To ensure that any accidents to staff, guests or visitors are reported immediately in accordance with correct procedures.

5. To attend 6 monthly Statutory Fire, Health & Safety training and to be fully conversant with and abide by all rules concerning Fire, Health & Safety.

To be fully conversant with:

* Crisis Manuel
* The Resort Fire and Bomb Procedures
* The ResortHealth and Safety Policy Procedures
* Departmental Food Hygiene Regulations
* C.O.S.H.H. Regulations
* Employee Handbook
* Gym Risk Assessments
* Pool Tests
* First Aid

**General**

* Display a professional image of the Exclusive Collection by delivering the company values and demonstrating the courtesy standards and non negotiables at all times
* Keeps immediate supervisor promptly and fully informed of all problems or unusual matters of significance
* To attend all training courses as and when required.
* Performs all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures to achieve the overall objectives of this position
* As the Resort’s level of business varies considerably, there is a need for flexibility in attitude, approach and working hours.
* The above description is not to be regarded as exhaustive. Other tasks and responsibilities of a broadly comparable nature may be added on a temporary or permanent basis, as appropriate.

**Skills & Experience Required**

* Industry relevant qualifications to include degree, HND or Advanced GNVQ plus REPS/Active IQ/Other related Level 3 – Personal Trainer Qualification minimum.
* Any class or Group exercise qualifications are desirable
* Knowledge of H&S Fitness related procedures, Risk Assessments.
* Financial acumen - including budgets, forecasting, maximising profit
* Hold a First Aid 4 day at work qualification
* Work with flexibility and enthusiasm for the profession.

**NOTE:** This document reflects the job at time of writing and will be subject to periodic change in light of changing regulatory, operational and environmental requirements. Such changes will be discussed with the job holder and the job description amended accordingly.

* I have read and fully understand and accept all elements listed in this job description and understand that a signed copy will be kept on file in Human Resources.

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Employee Name (print) Date

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Employee Name (Signature)