Casual/ Relief Fitness Instructor

**Sports Development Service**

# Stirling Campus Grade 6

**Organisational Structure**

Reports to: Health, Fitness and Wellbeing Officer

# The Role

Deliver group fitness and exercise based classes to a diverse range of students, staff and community users and members. Contribute to the planning and promotion of an innovative on trend fitness class timetable in order to assist with the sale and retention of memberships.

# Key Duties and Responsibilities Instruction

* Plan and deliver a range of group fitness and exercise classes to an exceptionally high standard that meet the individual needs/ability of the service user
* Adopt a delivery style that motivates and engages participants to promote attendance and achieve fitness goals
* Provide clear visual and verbal instruction providing correct technique
* Demonstrate a range of exercise adaptions to cater for all levels of ability
* Follow operational procedures in the use of the equipment, to ensure equipment is suitable and safe for use by ensuring all equipment is checked in advance of use and maintained as required in accordance with the manufacturer’s guidelines
* Ensure all sessions are delivered safely by ensuring that risk assessments and current regulations are adhered to
* Adhere to facility operational guidelines
* Use appropriate and motivating music suitable to the class type
* Engage with participants and assist in identifying further progression routes to support them in achieving their individual fitness target.
* Undertake training as required to maintain an up-to-date knowledge of current developments in fitness and exercise trends.

# Customer Relations

* Contribute to the development and promotion of group fitness and exercise timetable alongside the Senior Fitness Officer and Sports Development Manager
* Monitor current group fitness and exercise trends and present recommendations in order maximise use of venue space, class uptake and increased attendance.
* Engage with participants in a positive and constructive manner and encourage them to voice their ideas and opinion
* Foster and develop good communications with participants in order to collate to obtain qualitative feedback
* Provide attendance and customer feedback reports to management relating to the uptake and delivery operation of the activity.
* Ensure all communication and enquiries are dealt with in a professional manner, dealing with customers, colleagues, and other agencies in accordance with the principles of good customer care.
* Act as a positive role model to participants and interact with groups and individuals in a professional and enthusiastic manner

# General

* Adopt a flexible working approach to work as part of a team and cover the classes of other instructors when required.
* Promote and be part of a continuous improvement culture set within a student-centered environment.
* Provide First Aid where required and ensure the reporting of incidents and accidents is carried out in accordance with University procedures.
* Assist with the delivery of departmental and university wide events, for example, Freshers’ Week, Open Days, Dumyat Hill Race and Campus 5k.
* Embed the University’s core values of excellence, openness and ambition.
* Support and promote the values and behaviours of the Sports Development Service and the University of Stirling at all times.
* Ensure that all University policies and procedures are adhered to.
* Carry out any other duties which are appropriate to the post as may be reasonably requested.

# Person Specification

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications/ Education** | * Level 2 certificate in - Exercise to music or equivalent recognised by REPS and Skills Active. * Willing to undertake relevant training as required for the role * Basic First Aid qualification | * Water based fitness qualification * Qualified in one or several industry recognised specific instructor training (Kettlebells, TRX, Indoor Cycle, Zumba,   Metafit, Insanity, etc) |
| **Experience** | * Experience of delivering fitness classes to a range of service users. * Contributed to the development and delivery of group classes. * Conducted fitness assessments. | * Evaluating of exercise classes * Designing personal fitness programmes. * Providing reports to management. |
| **Knowledge** | * Specialised knowledge in fitness to design, plan and deliver sessions to a wide range of service users. * Knowledge of Health & Safety in a leisure or similar environment. * Current fitness trends and products | * Knowledge and understanding of Services delivered by University of Stirling Sport |
| **Skills and Attributes** | * Excellent verbal and written communication skills * Demonstrable organisation and planning skills * Reliable, punctual and able to manage workload * Ability to work on own initiative and part of a team. * Must have the ability to lead and motivate others. * Committed to a high quality service delivery | * Ability to respond quickly and positively to change. * Actively involved in fitness |
| **Other** | * Required to cover operational hours as necessary. * Willingness to support the wider Sports Development Service team. * A positive and energetic outlook. * Ability of act corporately. |  |

**Behaviours / Competencies**

We place great importance on behaviours and attitudes during the selection process to ensure that we bring people into the University who support the way we do business. In addition to the duties and responsibilities associated with this role, the role holder will be required to evidence that they can meet the qualities associated with the following behavioural competencies, as detailed within the AUA Competency Framework.

1. **Managing self and personal skills**

Being aware of own behaviour and mindful of how it impacts on others, enhancing personal skills to adapt professional practice accordingly.

1. **Delivering excellent service**

Providing the best quality service to external and internal clients. Building genuine and open long- term relationships in order to drive up service standards.

1. **Embracing change**

Being open to and engaging with new ideas and ways of working. Adjusting to unfamiliar situations, shifting demands and changing roles.

1. **Engaging with the wider context**

Enhancing your contribution to the organisation through an understanding of the bigger picture and showing commitment to organisational values.

1. **Developing self and others**

Showing commitment to own ongoing professional development. Supporting and encouraging others to develop their professional knowledge, skills and behaviours to enable them to reach their full potential.

1. **Working together**

Working collaboratively with others in order to achieve objectives. Recognising and valuing the different contributions people bring to this process.

1. **Achieving results**

Consistently meeting agreed objectives and success criteria. Taking personal responsibility for getting things done.