

**Job Description – Health and Fitness Coach**

**GRADE & SALARY:** HSV 3-4 - £19,580 - £22,513 per annum plus Performance Related Pay

**DEPARTMENT:** Health & Fitness

**RESPONSIBLE TO:**  Head of Fitness

**RESPONSIBLE FOR:** Any work experience placements

**JOB PURPOSE**

Responsible for the proactive, efficient and effective day-to-day delivery of services to all health & fitness members, in order to ensure

1. Member retention through engaging with all gym users to encourage frequent and regular visits and setting and recording member interactions through The Retention People (TRP) system.
2. Provision of proactive, consistent, high quality customer care and service to students, staff and the broader community through implementation of agreed operating procedures and standards.
3. The facilities are clean, safe and welcoming and both facilities and services comply with relevant health and safety legislation.

**MAIN DUTIES AND RESPONSIBILITIES**

The Health & Fitness Coach will be the main point of contact for members when on duty in the gym at the Sports Village and the gym at College Lane. They will create a rewarding and friendly exercise environment that will encourage regular and frequent visits. They will retain members so that they achieve their goals. They will work with all staff across Hertfordshire Sports Village to ensure our mission and strategy is achieved through the following duties and responsibilities.

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| **Responsibilities and Accountabilities:** |
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| **Key Result Areas** | **Key Tasks** | **Key Performance Indicators & Measures** |
| Retention of members | To deliver first-class, proactive customer care and service to all members at all times and set the same high standards for casual staff when on duty with them. To deliver SMASH classes to encourage, motivate and challenge members to achieve their exercise goals.To understand all products and services including swimming and studio classes and signpost members to these activities.To implement and adhere to all elements of our customer charter. To deliver all stages of the Member Journey in accordance to the guidelines To deliver Personal and Group Orientations, 1-2-1 Personal Programmes and Personal Training in accordance with the Normal Operating Procedures. To be proactive in supervising the gym and approaching members to ensure safe and effective techniques are used on all exercises and that gym etiquette is upheld at all times. To work as part of a team that is responsible for all our members and their retention through the use of HSV software tools, and other tools that are available. To assist in providing a unique, friendly and challenging fitness environment for all users through devising gym challenges, social events, charity events, etc. To undertake health checks, fitness tests and other related tests on members within the gym and at partner events, as and when required. To keep up to date with current trends and issues in the health and fitness industry.To attend and contribute to departmental meetings. Assist in mentoring work experience candidates, internship students and casual members of staff.  | Great member feedback through customer comment cards and NPS surveysMinimum 2 members per SMASH class. Taken from gym floor if necessary.Delivering tours effectively and signing up members accordinglyUse of NetPulse to track member usage. Call and book in members not completing journey.Produce monthly invoice sheet showing PT sessions signed and delivered.Completion of daily check sheets and monitoring of gym etiquetteProducing ideas and templates at monthly meetingsRegister members on BodiTraxComplete CEC’s given by FM |
| Facilities, maintenance and cleaning | To ensure the gym is a safe, clean and welcoming environment for all users throughout the operating hours. To undertake a schedule of daily cleaning as outlined in the NOP.To complete all forms relating to the operating procedures at the required points throughout the day.  | Compete and sign daily check sheetsComplete and sign cleaning checklist |
| Healthy and safety | To carry out relevant health and safety checks, audits and reviews within the gym, as stipulated on the normal operating procedures or by a senior manager at any time.  |  |
| Systems and administration | To carry out bookings for studio classes. To carry out bookings for daily appointments on the MRM Plus 2 system.  | Pass induction checklist proving able use of Plus2 |
| Customer care | Deliver proactive, consistently high customer care at all times to all members.  | NPS feedback and spot checks by FM |
| General duties | To contribute positively to the development of the business through attendance at team meetings and input into business development. Undertake any areas of responsibility or tasks that the Fitness Manager or member of the Senior Management team may deem appropriate to the level of the post.  |  |

**OTHER TASKS**

To contribute positively to the development of the wider UH Sport and Sports Village business.

Undertake any tasks or additional responsibility that the Director of Sport may deem appropriate to the level of the post.

**SUPERVISION RECEIVED**

The Health and Fitness Coach will report to the Fitness Manager, who will provide regular informal meetings and supervision, annual appraisal and reviews. The level of this post requires the post holder to work under their own initiative.

**SUPERVISION GIVEN**

The post holder will directly line manage any work experience placements.

## CONTACTS

**Internal -** allcustomers and potential customers of the Sports Village; staff from different areas within the company; staff within the University including academics, management, support services and subsidiary companies; staff from the PFI partner company (Carillion); other internal suppliers of services.

**External -** Clubs, organisations and individuals who use or could use the facilities and services. Customers from the community, businesses and business organisations, local authorities, including education and leisure services, external agencies and suppliers, professional and amateur sports clubs and organisations, local and national media.

**TERMS AND CONDITIONS OF EMPLOYMENT**

**Conditions of service**

Hertfordshire Sports Village and other sports activities within the University of Hertfordshire are managed by Polyfield Property Ltd., which is a wholly owned subsidiary company of the University of Hertfordshire. The terms and conditions of employment are reviewed by the Board of Polyfield Property Ltd.

**Hours of Work**

This post is a full time position (1.0 FTE) consisting of 40 hours per week. Actual working hours will vary as per business requirements. This position requires the post holder to be flexible and when necessary support the staff on shift, at times offering cover, which may include early mornings, evenings, weekends and bank holidays. Time off in lieu (at flat rate) is given for hours worked in excess of the standard week.

**Annual Leave**

The annual leave year runs from 1st October to 30th September. Staff are entitled to 22 working days paid holiday (pro rata for part time contracts) during the course of the holiday year. After two years continuous service, holiday entitlement will increase to 23 days and after four years an additional 2 days are awarded. Time off in Lieu will be awarded (at flat rate) for hours worked on bank holidays.

**Salary: HSV 3-4 - £19,580 - £22,513 (dependent on experience) Plus Performance Related Pay**

An annual pay increase to recognise the cost of living/inflation will be paid subject to approval by the Board of Polyfield Property Ltd. The post is subject to performance review and may qualify for a performance related bonus after completion of a probationary period. Salaries are paid in arrears by credit transfer to a named bank or building society

**Pension**

All members of staff are automatically included in the Local Government Pension Scheme, which is a contributory scheme. The employee pays between 5.5%-12.5% of salary and the employer making a contribution in the region of 22% (the employer’s rate is determined through a triennial Actuarial assessment) – **unless staff opt out of the scheme**. Employee contribution rates for the LGPS are based on your pensionable salary. The band which you are in will be determined by your pensionable salary. The salary bandings will increase by the rate of inflation on an annual basis. Details will be given to the successful applicant. The scheme is administered by Local Pensions Partnership (LPP). All information is based on the current pension scheme rules and current legislation, this may change over time.

**Additional Benefits**

Staff are welcome to use the facilities at Hertfordshire Sports Village in accordance with our staff usage policy. Staff may also nominate one person to receive a discounted membership.

A uniform is provided for all appropriate staff.

As a subsidiary company of the University of Hertfordshire staff may utilise all benefits open to UH staff, this includes access to catering outlets and Learning Resource Centre, discounted travel on Uno buses, access to discounted nursery facilities and Busy Bees child care vouchers. Staff may also access courses run by the Staff Development Unit, University and Associated Colleges, assuming this does not conflict with requirements of your post.

There is a sick pay/sick leave scheme in operation.

**REHABILITATION OF OFFENDERS ACT**

**DISCLOSURE AND BARRING SERVICE**

This post is exempt under the Rehabilitation of Offenders Act 1974 as amended. The University requires that the successful applicant who is offered employment will be subject to a criminal record check from the Disclosure and Barring Service (DBS) before the appointment is confirmed. An Enhanced Disclosure will be required and this will include details of cautions, reprimands or final warnings, as well as convictions. The University of Hertfordshire complies with the ‘Code of Practice for Registered Persons and other recipients of Disclosure Information’.

**For an informal discussion or specific questions about this opportunity please contact:**

Kriss Tottman

Head of Fitness

01707 281003

k.tottman@herts.ac.uk

**Job Specification: Health and Fitness Coach**

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| **Key Result Areas** | **Essential** | **Desirable** |
| **Education & Qualifications** | * Educated to a minimum GCSE level C grade or above, or equivalent, including Maths, English and Biological Sciences
* NVQ Level 3/HND level education preferable in the area of sport, health or fitness, or the ability to demonstrate equivalent experience
* Exercise Qualification (YMCA or equivalent)
* Additional fitness related qualification with regard to an area of specialisation e.g. GP Referral, Weight Management, Personal Training, Exercise to Music
* 1st Aid at Work or the ability to pass in first 3 months
 | * Degree in Sport/Exercise Science or similar, or equivalent experience
* Ongoing study in the area of health and fitness
* GP Referral certificate
* Personal Training Qualification
* Exercise to Music or equivalent
* SAQ Training
* Nutrition Qualification
* BACR Qualification
* Defibrillation Training
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| **Experience** | * Minimum 1 year’s experience working in a fitness centre
* Experience of working as part of a team
* Experience of writing fitness programmes
 | * Experience of using retention software like TRP or similar.
* Experience of working on a GP Referral scheme
* Experience of delivering Sport Science Support
* Personal Training/Sports Coaching
* Experience in taking fitness classes
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| **Skills & Abilities** | * Excellent interpersonal and communication skills
* Ability to work flexible and unsocial hours
* Self-motivated and the ability to motivate others
* Commitment to high quality customer care
* The ability to work well as part of a team
* Good IT skills and literacy including Word, Excel and PowerPoint
* Understanding and appreciation of applied Sport and Exercise Science support
* Customer care
 | * Affiliated to the Register of Exercise Professionals, or the ability to do so
* Preventative Maintenance
* Leisure industry membership IT packages i.e. MRM+2
* Fitness related IT packages e.g. ***FitLinxx*** System, Fitech and The Retention People (TRP)
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| Key Competencies  | * Demonstrates our values at all times: Welcoming, Extra Mile, Leadership, Consistency, Open & Honest, Memorable, Enthusiastic About Continuous Improvement and Sport First
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