



OUNDLE

School

Fitness Instructor

Oundle School was established in 1556 and is one of the country's leading co-educational boarding and day schools. The School has 860 boarding and 260 day pupils, with 250 day pupils aged 4 – 11 attending Laxton Junior School. The School has a turnover in the region of £40m and a staff of 760. The School prides itself on being associated with the best in modern independent school education. This would not be possible without the invaluable contribution made by the dedication, hard work and professionalism of the support staff functions.

As well as providing new and improved facilities for the School's pupils, the new Sports Centre facility has been designed to allow increased access to local residents, sports clubs and schools. It includes a large sports hall, 50m swimming pool, 50 station fitness suite, multiple dance studios and café. The new centre also hosts the Schools match-day entertainment for visiting school teams.

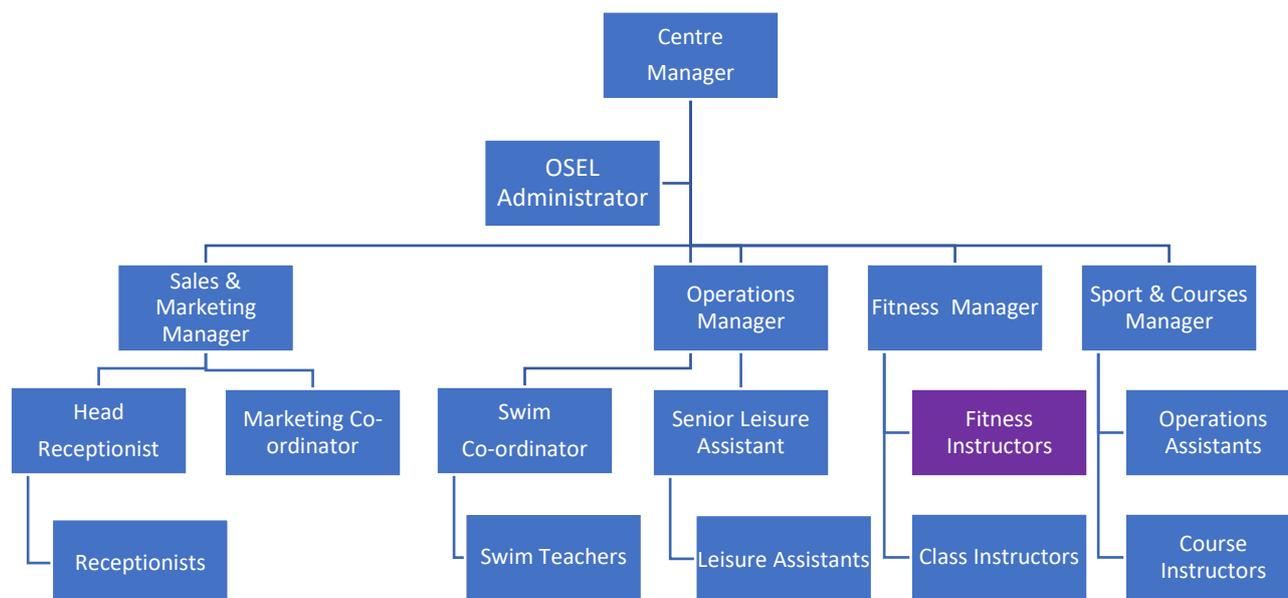
After accommodating the educational and social demands of pupils, the School is eager to develop wider access to the Centre and encourages participation by the local community in a range of sports and leisure activities organised and managed by the Centre staff. The Centre is managed by the School's trading company on a commercial basis. Critical to the success of the Centre is a commercially targeted and client focused staff team. Staff readily accept the responsibility of representing the School and Enterprise company in the local community.

Oundle School is committed to safeguarding and promoting the welfare of children and young people, and expects all staff and volunteers to share this commitment. Successful applicants will be required to undergo child protection screening appropriate to the post including checks with past employers and the Disclosure and Barring Service



Role details

Working within the Sports Centre team, the role holder will report to the Fitness Manager.



The purpose of the role is to be the first point of contact in the fitness suite for pupils, staff and the general public representing the fitness team in a friendly, helpful and courteous manner. Managing and motivating users to increase retention, our Fitness Instructors will be efficiently trained to set tailor made programmes around the needs of the individual and provide them with the highest levels of customer care.

The main duties and responsibilities of the role are listed below. Please note these are not exhaustive but highlight the main tasks.

Responsibilities

- Completing records of fitness suite daily task sheets.
- Ensure the fitness suite is safe, clean and tidy for pupils and members to use and is compliant with health and safety regulations.
- Motivate all users of the gym.
- Supervise pupils, members and visitors and ensure their safety, reporting any issues accordingly.
- Achieve personal training and fitness product sales targets.
- Attend regular monthly staff training.
- Ensure the safeguarding of all children and vulnerable adults.
- Comply with the Oundle School Staff Code of Conduct.
- Represent the company whilst on site in the appropriate manner, including whilst arriving and departing the site.
- Wear appointed and appropriate uniform.

- Attend team meetings and complete monthly training as required including customer care, product knowledge training, Emergency action plans, communications and CPD as appropriate to the role.
- Respect colleagues by meeting common goals and standards, arriving on time or communicating late attendance and acknowledging, recording and reporting concerns raised by staff.

Duties

Sales

- Direct any bookings or enquires to the Front of House team.
- Record requests and enquiries.
- Promote activity schemes and sale promotions.
- Knowledge of activity and suitability for customers.

Administration

- Answer incoming phone calls for all personal training enquiries, record and follow up as necessary.
- Ensure any new member or day users have completed a 'physical activity readiness questionnaire' form which has been checked and signed by a Fitness Instructor before they are permitted to use the fitness suite.
- Update and maintain the membership database when required.
- Take messages, passing them on and following up as appropriate.
- Complete the daily footfall count.

General

- Maintain cover of the gym floor and provide a high level of customer service to all pupils and members.
- Greet all visitors to the fitness suite in an appropriate and friendly manner.
- Deal promptly with enquiries or problems in the fitness suite in a friendly, polite and helpful manner.
- Complete fitness inductions and personalised fitness programmes.
- Deliver classes / group training within the fitness suite.
- Deal with any comments positively and effectively following correct procedures.
- Liaise with managers to focus on ways to improve the Centre.
- Cover other departments during your working hours if trained to do so.
- Attend activities completed at the Centre as required to enhance your product knowledge to support customer service and your ability to actively promote the Centre.
- To carry out any other duties commensurate with the post as may be reasonably required by the line manager.

Person Specification

Short-listing will be based on the following specification, which candidates should bear in mind when preparing their application and completing the application form to ensure that their application and suitability reflects the essential requirements of the role.

Qualifications	Essential	Desirable	Method of assessment
REP's Level 2 (or equivalent)	•		Application form Interview
First aid qualification		•	
NPLQ		•	
REP's Level 3 (or equivalent)		•	
Further advanced PT qualifications / CPD		•	
Sports coaching qualifications		•	
Skills and Experience	Essential	Desirable	Method of assessment
Comfortable with Group Instructing	•		Application Form Interview Assessment Exercise
Personalised Programme Setting	•		
Experience of working in the fitness industry	•		
Previous experience of exercise to music		•	
Experience of delivering excellent customer service		•	
Personal qualities	Essential	Desirable	Method of assessment
Customer service focus	•		Application Form Interview Assessment Exercise
Excellent people skills	•		
Ability to communicate effectively with all staff, pupils and members	•		
Ability to work effectively within a team environment	•		

Every job description in the organisation will be subject to a review on an annual basis at the time of the annual appraisal meeting and may be reviewed as a result of a change in strategic direction or operational requirements.

It is the shared responsibility of the role holder and their line manager to ensure that job descriptions are kept up to date.

Information for applicants

Start date	To be discussed at Interview
Hours of work	20 hours per week, on a rolling rota to include mornings, evenings and weekends. All meal breaks are non-working hours and unpaid.
Working weeks	This role is not affected by Oundle School Term time and is contracted to work 52 weeks all year round.
Salary	£11,897 per annum (based on an FTE of £23,795). You will be paid each month through the year.
Contract term	Permanent, subject to a six-month probationary period.
Annual leave	5.6 weeks paid holiday in each complete holiday year. This is pro-rata for part-time staff. Any official School closure period (currently Christmas Day, Boxing Day and New Years' Day) is classed as non-working days. Any other public holiday when the Sports Centre is open will be classed as a normal working day for the purpose of rotas and you will receive your normal rate of pay for working on those days.
Other	<p>We also offer:</p> <ul style="list-style-type: none"> • Excellent working conditions • Group Personal Pension Plan • Life Assurance scheme • BUPA Wellbeing Expenses Plan • Access to some discounted tickets to the Stahl Theatre and Music Productions • Discounted membership of the swimming pool and Sports Centre • Cycle to Work scheme • Free light lunch available for during School term times • Free car parking (subject to availability) <p><i>Some of the above are non-contractual</i></p>