



Fitness Instructor

Job Title:	Fitness Class Instructor/ Studio Assistant
Department:	iOme Fitness
Location:	The Flax Studio, Flaxdrayton Farm , Drayton , Somerset, TA13 5LR
Travel Factors:	Within a 16 mile Radius of The Flax Studio as business need requires
Reports to:	Manager
Direct Reports:	Manager

Job Role Summary

To deliver varied, fun, safe and beneficial fitness classes to all members and visitors of the Flax Studio according to iOme's standards and procedures, while ensuring the highest standard of customer care at all times.

Key Responsibilities and Tasks

Present a professional appearance and attitude at all times and maintain an excellent standard of customer service.

Deal with all customer queries in a friendly efficient manner in accordance with the Company's Customer Care Policy, ensuring all relevant information is passed to, or forwarded to the customer.

Provide fitness classes for all members and visitors (both children and adults).

Proactively generate leads via organised community outreach, social media and networking events in order to increase the membership base of iOme Fitness.

Deliver a wide variety of group sessions during the iOme holiday youth camp both in and outdoors specifically adapting activities to the environment.

Effectively demonstrate techniques and methods of participation and offer alternatives during classes to accommodate varying levels of fitness.

Promote the fitness class timetable and actively aim to increase participation.

Ensure health and safety is to the highest standard and that members and visitors are advised on the effective and safe use of all equipment.

Take personal responsibility for the maintenance and security of iOme equipment reporting all required repairs immediately.

Ensure satisfactory appearance of the Flax Studio to ensure the meeting of member/visitor expectations.

Work independently to set up, pack up, and proactively provide assistance to all members and visitors using equipment during classes every day.



Help organize and host community outreach events , social events and deliver briefings interacting with members, visitors and prospects at all times.

Be prepared to travel to different locations according to operational needs of the business.

Be flexible in your job role and willing to assist in all other duties, within reason, as requested by your manager according to training you have been given.



Personal Specification



Qualifications and Experience required

Level 2 Fitness qualification

First Aid certificate valid for the duration of the contract (Desirable)

DBS Enhanced clearance (Desirable)

Educated to GCSE standard.

Experience of delivering a variety of exercise classes.

Previous customer service experience.

Essential Knowledge, Skills and Abilities

Excellent telephone manner.

Ability to deliver fun, varied, safe and beneficial fitness sessions.

Ability to effectively communicate with guests of all ages, management, and other staff

Knowledge of current fitness industry developments.

Knowledge of Emergency First Aid procedures and the ability to react calmly, quickly, and effectively in emergency situations.

Knowledge to be able to plan and advise on member/visitor fitness development and lifestyle programmes.

Able to work independently and on own initiative.

Ability to work well within a team and maintain effective working relationships.

Presentation

Clean and tidy appearance.

Personal Qualities

Approachable, welcoming, friendly, and enthusiastic.

Self-motivated.

Flexible.

Punctual.

Proactive.

Reliable
