



THE CHAPEL GYM
WHEATHAMPSTEAD COMMUNITY FITNESS CLUB

Job description – The Chapel Gym Fitness Instructor – Duty Manager

Job title	Fitness Instructor and Duty Manager		
Grade	N/A	Salary	TBA
Department		Location	Wheathampstead
Reporting to	Gym Manager		
Responsible for	Operations within Chapel Gym and support for Chapel Hub		

Purpose and objectives of the role

To support the Gym Manager to ensure the smooth running of the Chapel Gym and the wellbeing of members, staff and volunteers, achieving a high standard of operation, cleanliness, maintenance and safety.

To actively engage with Chapel Gym members on the gym floor to promote a friendly and professional atmosphere and offer the members encouragement and support where needed. Although the Chapel Gym is a charity – and operates on a not-for profit basis – it still aims to achieve high standards and ensure exercise is accessible to everyone, and the Duty Manager - Fitness Instructor has an important role in achieving this.

Main duties and responsibilities

- *Service to gym members –*
 - assisting gym members in the gym;
 - providing inductions;
 - dealing with customer enquiries;
 - selling and managing gym memberships;
 - providing first class customer service to members, guests and visitors;
 - providing care and encouragement to all members and prospective members expressed through personal professional enthusiasm with engaging rapport and a friendly and approachable manner towards every client;
 - proactively working with members to help them achieve their fitness goals and leading them through their 'fitness journey';
 - motivating members, including those aged between 12 and 16 in specific youth sessions;
 - being available to members whenever possible while in the gym;
 - ensuring members are fully aware of all aspects of the Chapel Gym; its facilities, prices, class/gym membership, timetable options and any special events;
 - ensuring excellent and effective client communication – via telephone, face to face contact, email, and social media platforms.
- *Gym classes –*
 - setting up equipment for classes;
 - running fitness classes as agreed with the Gym Manager.
- *Team Management –*
 - managing and motivating fitness instructors and volunteers when they are on duty.

- *Operation Management* –

- checking the equipment and other facilities offered by the gym to ensure a high level of customer satisfaction and safety;
- ensuring that all equipment is in an excellent working condition and recommending /arranging maintenance for repairs when necessary;
- ensuring that customers are safe and enjoy their experience at the Chapel Gym;
- opening and closing the building when on shift;
- ensuring high standards of cleanliness within the gym building;
- standing in for the Gym Manager when requested.

Any other duties as deemed necessary by the Gym Manager to ensure the effectiveness of the gym, including support for the Chapel Halls when requested.

Special requirements

The Fitness Instructor - Duty Manager will

- have a minimum of a Level 2 Gym Instructor qualification and experience of working on the gym floor;
- have experience within the fitness industry;
- be knowledgeable and passionate about the fitness industry;
- be well organised and reliable;
- have effective time management skills;
- have effective administrative skills;
- have a working knowledge of IT /systems and procedures and be willing to learn;
- work as part of the team, recognising the need to help each other and be flexible where needed.

Signed as understood and agreed by job holder:

Dated