

Job Description

Health & Fitness Instructor – Kent Sport

Salary:	Grade 4
Contract:	Full Time, ongoing
Location:	Canterbury Campus
Responsible to:	Health, Fitness & Performance Manager
Responsible for:	None
Job family:	Administrative, professional and managerial

Job purpose

Kent Sport is responsible for physical activity and wellbeing at the University of Kent. The department supports students, University staff and members of the public through facilities and services delivered on the Canterbury Campus. Kent Sport is actively seeking to recruit a Health and Fitness Instructor to compliment the team and support the efficient & effective day to day running of the health and fitness facilities at the University of Kent. The post holder will support the delivery of established fitness services, group exercise timetables and an annual calendar of events and promotions supporting the wider departmental strategy.

Working under the leadership of the Health, Fitness and Performance Manager this role requires a team focused individual who can work effectively in a small group to contribute to the delivery of outstanding customer service that ensures a professional and positive user experience for all.

The role is centred on practical delivery and customer support in the in the fitness suites and will support both exercise prescription and appointment delivery whilst also support delivery of the Group Exercise timetable by leading classes and group sessions for members as required. The individual will operate on a shift basis covering evenings and weekends to support operational opening hours.

Key accountabilities

The following are the main accountabilities for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Ensure optimal usage of Kent Sport's health and fitness facilities ensuring a positive user experience for all users assisting members as appropriate whilst on duty.
- Fitness Suite service delivery supporting members whilst using the facilities. This includes health and fitness appointment delivery as well generic exercise prescription, advice and safe practice.
- Support the provision group exercise and training sessions for a variety of members. This would include planning and prescription of group exercise for a variety of customers supporting all abilities and fitness levels, ensuring an inclusive and welcoming environment for all.

- Support new and existing Health and Fitness services including Exercise Referral as well as initiatives and promotions engaging members in activities and events as required daily.
- Deliver the current range of health and fitness appointments consisting of Orientations, Inductions, Consultations, Fitness Testing, Strength & Conditioning and Exercise Programmes as required daily.
- Support all Fitness Suite users in upholding expected user etiquette as well providing informal advice, equipment set up, exercise prescription alongside light maintenance and cleaning throughout the facilities as required.
- Support special events and activities throughout the academic year through planning and partnerships with key stakeholders across campus to promote wellbeing and the benefits of physical activity for all.
- Ensure the fitness suites and studio remain inclusive and accessible to all users supporting individual needs where appropriate and sustainable. Uphold the department's commitment to providing inclusive facilities through good housekeeping and appropriate response to any health and safety situations.
- Support facility functionality through regular cleaning and maintenance of health and fitness equipment whilst on duty, reporting any defects through established protocols.
- There is a responsibility of contracted staff to support timesheet counterparts in service delivery and understanding service expectations.
- The role reports directly to the Health, Fitness & Performance Manager and is therefore commensurate of any other duties as assigned by this line management.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Always prescribe appropriate, safe and effective exercise modes, intensity, technique, frequency and periodization as tailored to individual needs. Acknowledge contraindications to exercise and action accordingly and appropriately.
- Support the delivery of group exercise sessions and the Studio timetable ensuring safe and effective exercise prescription in a group environment. Be able to adapt to different participant needs and abilities through effective screening, observation and communication whilst delivering group exercise.
- Ensure health, fitness and studio equipment and facilities are safe, functional and well maintained, reporting and managing necessary defects accordingly whilst ensuring a positive user etiquette that respects all members and facility staff.
- This role requires a flexible individual working on a shift rota to support operational opening hours between 0630-2200 on weekdays and 0830-1800 at weekends. Flexibility between colleagues to cover staff absence is essential to support business need. An example shift pattern would consist of early shifts from 0645-1445, middle shifts between 0800-2000 and late shifts from 1400-2200. The current weekend rotation expectation is to work 1 weekend in 4 with weekdays off in lieu accordingly.

Facts & figures

Kent Sport has over 8,000 registered members with the average term-time Fitness Suite attendance is over 1000 visits a day. The Fitness Team provide a consistent presence in the Fitness Suite remaining customer facing throughout the day delivering appointments, classes and additional services for all members.

The Studio hosts up to 60 classes per week during term time through a blend of Instructor led and Virtual Instruction classes providing a broad range of different sessions for members ranging from high intensity workouts to more holistic and relaxing sessions. The timetable consists of both internationally branded class formats as well as creative freestyle sessions delivered by a team of both internal and external qualified instructors. Group Exercise is also delivered across campus in different environments to promote further engagement, accessibility and physical activity participation.

Kent Sport has a Team of over 30 substantive staff supported daily by a diverse team of Timesheet staff who deliver a variety of roles across the department. Kent Sport operates within the Commercial Services and Estates Directorate providing facilities and services for University staff and students across Campus.

Internal & external relationships

Internal: Students, Staff, Internal Referral Stakeholders (Kent Sports Clinic, School of Sport & Exercise Science, Student Support & Wellbeing, Occupational Health, University Medical Centre) Kent Union and ResLife Team.

External: Kent Sport public and community members, community stakeholders, National Governing Sports Bodies. University guests and corporate clients.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of display screen equipment
- Repetitive limb movements
- Contact with Human fluids (blood, saliva etc) whilst cleaning or providing first aid
- There will be a requirement to work evenings and weekends on a rota shift pattern

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- A professional qualification in health and fitness (Level 2/3 Fitness Instructor/PT) (A,I)
- Excellent interpersonal skills including communication and leadership, as well as a passion for working in a team working towards a common objective with a flexible approach to working within a rota shift pattern supporting operational needs (A,I)
- Proven experience of working in a dynamic and service driven health and fitness environment supporting clients with a variety of needs (A,I)

- Practical understanding and experience of health and fitness training principles and exercise prescription (A,I,T)
- An awareness and understanding of inclusive and accessible needs to support a fully inclusive physical activity programme through excellent customer service upholding Kent Sport brand values and KPI's (A,I)
- Knowledge and understanding of using current fitness equipment to help achieve client goals including free weights and adapted training techniques (A,I,T)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)

Desirable Criteria:

- Group Exercise qualifications or experience of leading various sessions and class formats designed for a variety of clients (A,I)
- Strength and Conditioning training/qualifications with experience of working with high performance athletes, coaches and performance partners (A,I)
- A current and valid qualification in exercise referral delivery and experience of working with a range of referral clients (A,I)
- Experience of coaching sport or personal training, working with a variety of clients in a 1-2-1 environment or teams in a group setting (A,I)
- An understanding of wellness concepts and inclusive actions plans for the provision of physical activity for all (A,I)
- Ability to liaise, communicate and negotiate effectively with internal and external stakeholders (A,I)
- Experience of equipment maintenance, health and safety, generic risk assessment and implementing risk mitigations (A,I)

Assessment Stage Key : A - Application; I - Interview; T - Test/presentation at interview stage