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| **PERSON SPECIFICATION**  |
| **ROLE:****Casual Active Herts Fitness Instructors** | ESSENTIAL REQUIREMENTS | **DESIRABLE** |
| **Qualifications**(What qualifications are needed) | * Level 2 Fitness Instructor
* Level 3 Personal Trainer
* Adult Safeguarding
* First Aid
* Basic Computer Skills: Competence in using computer systems for email, spreadsheets, and registers.
 | * Level 3 GP Exercise on Referral
* Level 4 Obesity & Diabetes
* Level 4 Mental Health
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| **Experience**(What they know) | * Experience of teaching group/circuit based exercise classes for clinically vulnerable individuals who are at risk of cardiovascular diseases and mental health conditions e.g. Type 2 diabetes, high blood pressure, high cholesterol, COPD, heart disease, anxiety and depression.
* Customer Service Experience, ability to effectively interact with participants attending the classes, able to resolve issues in a professional manner.
* Time Management: Ability to arrive on time or before the classes start.
* Flexible: Willingness to work evenings, weekends, and holidays based on class schedules.
* Patience: Remaining calm and courteous, even during busy or stressful times, ensuring a positive customer experience.
 | * Point of Sale (POS) systems, experience in using electronic card readers and managing transactions. Taking class payments.
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| **Skills**(What have they done) | * Excellent communication skills.
* Excellent organisational & time management skills.
* Proactive customer care skills.
* Excellent team-working ability.
* Strong interpersonal skills.
* Strong logistical skills.
* Confident Microsoft Office software usage.
* Able to work as part of a team and independently
* Sound judgement and common sense
* Experience in complying with health and safety rules and regulations
* Experience of cash handling
* Capable of performing well under pressure
* Physically fit
* Understanding the issues of equal opportunities
* Full UK Driving licence
* Flexible working hours e.g. morning, afternoon and evening
 | * Technical Skills: Familiarity with Point of Sale (POS) systems, electronic card readers.
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| **Duties** | * To deliver a number of weekly low impact exercise classes under the direction of Broxbourne Council’s Get Active Specialist.
* To ensure all the Council’s policies and procedures are being adhered to.
* Taking class payments e.g. Counting and collecting monies from class participants and ensuring the Get Active Specialist is aware of what has been taken.
* To ensure health and safety legislation is adhered to and that participants are not exposed to the unacceptable risk of coming to serious harm.
* To participate in any training the role requires. E.g. Shadowing certain classes, class set up and delivery
* To ensure all class/fitness equipment is assembled correctly and safe to use for its purpose.
* To travel to multiple venues across the Borough
* To complete incident report forms if there has been an incident or emergency
* To refer any safeguarding concerns to the Designated Adult Safeguarding Leads
* To ensure the necessary class registers are completed and sent to the Get Active Specialist after each session.
* To communicate effectively with the Get Active Specialist
* To undertake any other related duties and responsibilities as they arise e.g. weighing participants, completing pre-exercise medical health questionnaires and evaluation and monitoring questionnaires.
* To communicate effectively with other Active Herts instructors and able to cover other classes when needed.
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