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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 |
| **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. |
| **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. |
| **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. |  |