# EXETER CITY COUNCIL

# Job Description

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|---|---|
| **JOB TITLE** | **: Group Exercise Instructor** |
| **GRADE** | **: E** |
| **POST NO** | **:** |
| **DIRECTORATE** | **: Culture, Leisure & Tourism** |
| **UNIT** | **: Culture, Leisure & Tourism** |
| **REPORTS TO** | **: Centre Manager**<br>**Activities Programme Coordinator**<br>**Duty Manager** |
| **LIAISION WITH** | **: Centre Manager**<br>**Activities Programme** Coordinator<br>**Duty Manager** |

**PURPOSE OF JOB**

To ensure the safety and enjoyment of class participants whilst delivering classes of high standard, promote excellent customer service and motivate people to enjoy exercise through good Communication and selling skills.

**MAIN ACTIVITIES**

1. To guide, care for and assist all class participants especially in areas of motivation and well-being
2. To ensure that teaching, customer care and health & safety standards are maintained in line with our policy.
3. Ensure all equipment and facilities are safe to use prior to classes commence and secured when not in use.
4. To prepare and deliver both live and recorded classes via our online portal as and when business dictates
5. Ensure classes start and finish on time and that any late arrivals are turned away
6. Collect participants tickets prior to the class starting
7. Instruct all classes in a professional & positive manner
8. To deal with customer enquiries, feedback and concerns.

9. To ensure strong communications links between yourself, the Activities Programme Coordinator, Reception and Duty Managers.

10. To undertake any other duties which are commensurate with the role in support of Exeter's place based brand 'Exeter Live Better'.

**DATE LAST UPDATED:** March 2021

# Person Specification

**JOB TITLE : Group Exercise Instructor**

**GRADE : E* (market supplement applies)**

**POST NO :**

**SERVICE : Culture, Leisure & Tourism**

**UNIT : Culture, Leisure & Tourism**

**Qualifications & Knowledge**

| Criteria | Essential/ Desirable (E/D) | Method of Assessment |
|---|---|---|
| Exercise to Music (ETM) or relevant qualification within the Group Exercise field of work | E | A,C,I,R |
| First Aid at Work Certificate or similar qualification | D | A,C,I,R |
| Level 2 Fitness | D | A,C,I,R |

**Special Requirements & Skills**

| Criteria | Essential/ Desirable (E/D) | Method of Assessment |
|---|---|---|
| Experience of working in a Leisure Environment | D | A,I,R |
| Experience of delivering Group Exercise classes to a variety of ages and ability | D | A,I,R |
| Working knowledge of health and safety best practice and legislation in leisure facilities | D | A,I,R |
| Experience working in a customer facing environment, providing the highest levels of customer care | D | A,I,R |

**Other**

| Criteria | Essential/ Desirable (E/D) | Method of Assessment |
|---|---|---|
| Able to demonstrate attention to detail | E | A,I R |
| Flexible and able to work under pressure | E | A,I,R |
| Excellent verbal communication skills | E | A,I,R |

| | | |
|---|---|---|
| Able to cover sickness and leave, often at short notice | E | A,I,R |
| Able to travel and work at other sites often at short notice | E | A,I,R |
| Hold a full UK driving license | D | A,I,R |

**CATEGORY: A:** Application, **C:** Certificates, **T:** Testing, **I:** Interview, **R:** References.

**DATE:** March 2021