November 2026

Dear Applicant

FITNESS INSTRUCTORS - THURROCK, ESSEX – BLACKSHOTS, CORRINGHAM AND BELHUS PARK LEISURE CENTRES

FULL TIME, 37 HOURS PER WEEK (PERMANENT, WORKING HOURS TO INCLUDE EARLY MORNINGS, LATE EVENINGS, WEEKEND AND BANK HOLIDAY WORKING PATTERNS). (POSSIBLE VARIABLE/CASUAL WORKER HOURS MAY BE AVAILABLE, SUBJECT TO OPERATIONAL NEED)

Thank you for expressing an interest in the above vacancy. Please find attached a Job Profile and Person Specification for the role. **You are advised to read our Important Applicant Guidance resources prior to completing your application form.** These resources are designed to support you in submitting a successful application form and to ensure you provide us with the information we need to assess your suitability for the role. Remember, your completed application is the only information we have about you and is what we will base the first stage of our selection procedure upon, so please complete all sections with a well-planned and positive approach. You may (if you wish) submit your CV to supplement your completed application.

SUPPORTING INFORMATION SECTION – VERY IMPORTANT

In this section of your application, you should **ONLY** address the criteria assessed at Application Stage (A) on the Person Specification, some of which are of high importance. Please provide clear **information**, **examples** and **evidence** to demonstrate these criteria**. Shortlisting will depend on how well you demonstrate your ability to meet the criteria assessed at Application Stage (A).** If you do not complete this section fully and/or only submit your CV, your application may not be successful at shortlisting.

Due to the requirements of the Home Office Right to Work checks, you must bring with you original documents from this list (see attached) to demonstrate you are legally entitled to work in the United Kingdom. Please ensure you bring with you to the interview original documents to satisfy this requirement. Your application will not progress without this information.

Due to the nature of activities undertaken (i.e. regulated activity with children), this post is exempt under the Rehabilitation of Offenders Act. Any provisional offer of employment made will be subject to receipt of a satisfactory enhanced Disclosure and Barring Service (DBS) Certificate, to include an annually renewed DBS Update Service subscription for the purposes of ongoing satisfactory status checks throughout employment, in accordance with Company Policies.

Please submit your completed application form as soon as possible - a selection process will take place weekly until Sunday 13th December 2026. If you are shortlisted for an interview, you will be contacted. If you have not heard from us within one month of submitting your completed application, please assume that you have been unsuccessful. In the interest of economy we do not acknowledge receipt of applications. **We reserve the right to close this vacancy earlier than the published closing date, subject to successful appointment.**

The Company will hold your personal data on file (including electronically) as is necessary for the purposes of considering your application for employment with Impulse Leisure. The Company will only use your information for our legitimate business interests to consider your application. It will retain your information for a period of 6-months after the recruitment process has concluded, or longer subject only to appointment. For more information, please refer to the **Candidate Privacy Notice.**

Wishing you every success in your application, and thank you for the interest you have shown in our Company.

Lorna Mapson

Lorna Mapson
Human Resources Manager
recruitment@impulseleisure.co.uk
Impulse Leisure – Head Office

JOB PROFILE

JOB TITLE:	Fitness Instructors
SALARY:	£12.71 - £13.59 an hour. Optional personal training opportunities are available upon request. Pay award pending.
LOCATION:	Thurrock, Essex - Blackshots, Corringham and Belhus Park Leisure Centres
HOURS:	37 hours per week Monday OFF Tuesday 05:45-11:30 (Corringham) Wednesday 14:00-22:15 (Corringham) Thursday 11:00-18:00 (Corringham) Friday 05:45-13:30 (Corringham) Saturday 09:00-17:15 (Blackshots) Sunday OFF (Working hours to include early mornings, late evenings, weekend and bank holiday working patterns) *(Hours and/or days may be subject to change in accordance with the needs of the business).* PLEASE NOTE:- In addition, other guaranteed part-time and/or variable/casual worker hours vacancies may become available as a result of the above recruitment. Therefore, please be advised that all interested parties should submit a completed application by the below closing date in order to be considered.
RESPONSIBLE TO:	Group Fitness Manager with day-to-day reporting to Fitness Manager / Centre Manager
RESPONSIBLE FOR:	All aspects of customer supervision and guidance, cleanliness and maintenance of equipment and customer retention.
LIAISON WITH:	Staff, customers, members of the gym
KEY RESPONSIBILITIES:	To assist the Leisure Centre Management in the supervision, safety, maintenance of equipment and customer retention within the Fitness Suite.

KEY ROLE SPECIFIC RESPONSIBILITIES

1. To teach, supervise and monitor exercise programmes to all members of the public.
2. To regularly monitor and supervise and communicate with clients to promote retention.
3. To actively promote membership sales for Fitness Suites in line with the package on offer at the time, in accordance with agreed targets.
4. To maintain the facilities to the highest standards, for example, report/repair breakdowns immediately, cleaning on a rota basis, etc…
5. To attend appropriate meetings and team briefings and report on aspects of the programme as and when required.
6. To complete Key Performance Indicator (KPI) sheets daily in line with corporate requirements.
7. To complete assigned tasks daily in accordance with the Daily Task Sheet

8. To participate in Corporate Partnership activities such as outreach events and school sessions, when required.

KEY CORPORATE RESPONSIBILITIES

1. Due to the nature of activities undertaken (i.e. regulated activity with children), this post is exempt under the Rehabilitation of Offenders Act. Any provisional offer of employment made will be subject to receipt of a satisfactory enhanced Disclosure and Barring Service (DBS) Certificate, to include an annually renewed DBS Update Service subscription for the purposes of ongoing satisfactory status checks throughout employment, in accordance with Company Policies.
2. To fully comply with and ensure, in conjunction with centre management, compliance with all legislation including the Management of Health & Safety at Work Regulations 1999, Impulse Leisure's Health and Safety Policy and all locally agreed safe methods of work, in accordance with the individual Sites' normal and emergency action plans etc.
3. To maintain awareness of policies and practices within Impulse Leisure, and be aware of safeguarding matters regarding children, young people and vulnerable groups. We expect all our employees to report any concerns or allegations in accordance with our corporate policy and reporting procedures.
4. To promote and maintain an awareness of and proactive commitment to energy reduction, carbon and environmental management.
5. To wear with pride the correct staff uniform, with a name badge at all times, in order to set a good example to all staff and to present a professional image to the public.
6. To comply with and ensure, in conjunction with centre management, compliance with Impulse Leisure's Customer Care Policy.
7. To actively ensure, in conjunction with centre management, promotion of Equal Opportunities and Diversity and observe the standard of conduct in relation to both employment and service delivery.
8. To undertake additional training/qualifications, as and when required, in order to comply with current and future company initiatives and/or governing body guidance and best practice.
9. Personal commitment to continuing professional development (CPD) and to key areas of development for the Company, that will contribute to your learning, and widen your experience within the leisure industry i.e. active membership of CIMSPA and maintaining an annual membership fee is an express term of your continued employment with Impulse Leisure.
10. To speak positively and enthusiastically about the Company and its services to ensure that a professional company and brand image is provided at all times to customers and colleagues.
11. Adhere to Company protocol as laid out in the Employee Handbook, and subsequent changes/additions that may be issued from time to time.
12. At the discretion of the Centre Manager/ Senior Managers, any other activities as may from time to time be agreed consistent with the nature of the job described above.
13. Where necessary and required, to work together with other departments within the organisation to identify any process improvements and improve standards and efficiency.
14. To work at any Impulse Leisure's centres consistent with the nature of the post.

The post holder **will** be required to work at any of the Company's facilities as required, and will be required to stand in for staff on annual leave, training courses, etc., or at short notice in the event of, for example, illness. To obtain maximum efficiency the post holder will be involved in a rota of hours, which can vary according to the programme.

The normal working hours inevitably contain an unsociable element that involves evenings, weekends and Bank Holidays worked on a rota basis and subject to regular reviews in order to improve efficiency and address the total demands of the service. The salary of the post has been determined as complete recompense for the above working arrangements.

***Note**: This document does not constitute an exhaustive list of all duties relating to the post, but indicates the main areas of activity. From time to time it may be necessary to vary the duties, in consultation with the postholder, to take account of changing operational requirements, the introduction of different working methods, etc..*

In the course of your duties you may have knowledge of, or access to information that is confidential. It is essential that such information is safeguarded in accordance with the General Data Protection Regulation 2018 it should not be published or

divulged other than to authorised personnel, or used for any unofficial purposes. In cases of doubt about what is confidential or who is authorised, your manager must be consulted.

PERSON SPECIFICATION

JOB TITLE: Fitness Instructors

INFORMATION FOR APPLICANTS:
The person specification provides an outline of the experience, skills and abilities we expect the successful candidate to possess. You should match your own skills, experience, and abilities to those listed below. **You must tell us in what way you meet the criteria asked for; a sentence or two of explanation with examples will help us to assess your application.**
Applicants with a declared disability will be guaranteed an interview where they score at least 2 (out of a 0-3 scale) on each of the criteria weighted with High Importance, i.e. score of 2 multiplied by the criteria weighted 3 = 6.

Key: A – Application; C – Certificates; I – Interview; PA – Practical Assessment

****Weighting Scale***: **3** – High Importance **2** – Medium Importance **1** – Low Importance

CATEGORY	CRITERIA	WEIGHTING (*SEE ABOVE)	HOW ASSESSED (SEE 'KEY' ABOVE)
Skills, Abilities and Knowledge	**1.** Enthusiastic, able to strike a rapport and inspire/motivate customers.	3	I, PA
	2. Excellent customer service.	3	I, PA
	3. Ability to motivate members individually or as part of a group.	3	I, PA
	4. Ability to work on set projects.	1	I
	5. Capable of working as part of a team.	3	I
	6. Self-motivated, able to work on own initiative.	3	I
	7. To maintain an awareness of and commitment to equal opportunities.	3	I
	8. Ability to achieve set targets as required by the business.	2	I
Special Knowledge	**1.** Knowledge and understanding of what affects membership retention and attrition	2	I
	2. Diet and nutrition knowledge	1	I
Experience	**1.** Previous experience of working in a gym environment	2	A, I
	2. Experience of working with customer retention computer programs, e.g. Wellness System	1	A, I
Education/ Qualifications	**1.** Must have CIMSPA accredited Gym Instructor Qualification of level 2 or above.	3	A, C
	2. CIMSPA accredited Exercise to Music qualification of level 2 or above.	1	A, C
	3. CIMSPA accredited Personal Training qualification at Level 3.	1	A, C
	4. CIMSPA accredited GP Referral qualification.	1	A, C
	5. Current Emergency First Aid at Work Certificate, or ability to gain qualification within 6 months of employment.	3	A, C
	6. Active membership of CIMSPA as an individual or the ability to obtain and maintain membership	3	A, C

Other	**1.** Flexible attitude and approach towards work duties and hours e.g. able to work shifts, at evenings, and at weekends. **2.** Must be willing and prepared to undertake any additional training necessary in order to fulfil the requirements of the role, and to comply with current and future company initiatives e.g. Inclusive Fitness Initiative. **3.** Personal commitment to CPD	3 3 3	1 1 1

FITNESS INSTRUCTOR QUALIFICATION INFORMATION

Important Information

Fitness Instructors within Impulse Leisure are required to hold a 1-day Emergency First Aid at Work Certificate (EFAW). If the successful candidate does not already hold this, the necessary training will be provided at the Company's cost*, and the individual will be expected to pass the qualifications, within 6-months of their commencement, as a condition of continued employment. There is a responsibility on the individual to commit to undertaking the necessary training required.

***Subject to signing a training contract.**

Emergency First Aid at Work Certificate (HSE Approved Course)

Course Prerequisites: None.

Length of course: 1 day.

Course content:

A range of subjects are covered including:

- Responsibilities and reporting
- Assessment of the situation
- Dealing with an unresponsive casualty
- Basic hygiene in First Aid
- Burns
- Epilepsy
- Resuscitation
- Anatomy
- Minor injuries
- Bleeding control
- Choking
- Shock

Course duration:

This course runs over a minimum of six contact hours in the classroom, consisting of practical and theoretical activities.

Assessment method: Summative practical assessment is on-going by the instructor each day, along with a written assessment on each day.

Leading Adolescents

- The specific anatomy, physiology and nutritional needs of adolescents and how they relate to physical activities, exercise and fitness.
- How to adapt physical activities and exercises for adolescents.
- How to plan, deliver and supervise safe and effective physical activity sessions to adolescents.
- The legal and professional requirements for working with adolescents.

IMPULSE LEISURE
APPLICANT PRIVACY NOTICE (SEPTEMBER-2026)
IN COMPLIANCE WITH
GENERAL DATA PROTECTION REGULATIONS (GDPR)

As part of any recruitment process, Thurrock Community Leisure (Impulse Leisure) collects and processes personal data relating to job applicants. Impulse Leisure is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

WHAT INFORMATION DOES IMPULSE LEISURE COLLECT?

Impulse Leisure collects a range of information about you, including:-

- your name, address and contact details, including email address and telephone number
- details of your qualifications, skills, experience and employment history
- information about your current level of remuneration, including (where applicable) benefit entitlements
- whether or not you have a disability for which Impulse Leisure needs to consider reasonable adjustments during the recruitment process, and
- information about your legal entitlement to work in the UK.

Impulse Leisure may collect this information in a variety of ways. For example, data might be contained in application forms, CVs and/or from recruitment agencies, obtained from your passport or other identity documents, or collected through interviews and/or other forms of assessments.

Impulse Leisure may also collect personal data about you from third parties, such as references we will request from former employers and/or education establishments (schools, colleges, universities), information from employment background check providers (where relevant) and information from criminal records checks (Disclosure and Barring Service). Impulse Leisure will seek information from third parties only once a conditional job offer to you has been made and will inform you that it is doing so.

Data will be stored in a range of different places, including on your application record (through the Applicant Tracking System (ATS)), in HR systems and on other IT systems (including email).

WHY DOES IMPULSE LEISURE PROCESS PERSONAL DATA?

Impulse Leisure needs to process data to take steps at your request prior to entering into a contract with you. It may also need to process your data to enter into a contract with you. In some cases, Impulse Leisure needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check an applicant's eligibility to work in the UK before employment starts.

Impulse Leisure has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows Impulse Leisure to manage the recruitment process, assess and confirm a candidate's

suitability for employment and decide to whom to offer a job. Impulse Leisure may also need to process data from job applicants to respond to and defend against litigation.

Impulse Leisure may process special categories of data, such as information about ethnic origin, sexual orientation or religion or belief, to monitor recruitment statistics. It may also collect information about whether or not applicants are disabled to make reasonable adjustments for candidates who have a disability. Impulse Leisure processes such information to carry out its obligations and exercise specific rights in relation to employment.

For some roles, Impulse Leisure is obliged to seek information about criminal convictions and offences. Where Impulse Leisure seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to employment.

Impulse Leisure will not use your data for any purpose other than for the recruitment exercise for which you have applied.

WHO HAS ACCESS TO DATA?

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR and recruitment teams, interviewers (i.e. panel members) involved in the recruitment process, managers in the business area for which you may be considered and IT staff if access to the data is necessary for the performance of their roles.

Impulse Leisure will not share your data with third parties, unless your application for employment is successful and it makes you a conditional offer/offer of employment. Impulse Leisure will then share your data with former employers to obtain references for you, employment background check providers (if required) to obtain necessary background checks and if required, the Disclosure and Barring Service (which will require your express consent) to obtain necessary criminal records checks.

Impulse Leisure will not transfer your data outside the United Kingdom.

HOW DOES IMPULSE LEISURE PROTECT DATA?

Impulse Leisure takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties. Impulse Leisure employees involved in recruitment processes have been trained in data protection.

FOR HOW LONG DOES IMPULSE LEISURE KEEP DATA?

If your application for employment is unsuccessful, Impulse Leisure will hold your data for 6 (six) months after the end of the relevant recruitment process. At the end of that period, your data is deleted and/or securely destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained throughout your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

YOUR RIGHTS

As a data subject, you have a number of rights. You can:-

- access and obtain a copy of your data on request
- require Impulse Leisure to change incorrect or incomplete data
- require Impulse Leisure to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing, and
- object to the processing of your data where Impulse Leisure is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact the person responsible for data protection, details at the end of this document.

If you believe Impulse Leisure has not complied with your data protection rights, you can complain to the Information Commissioner. However, in the first instance please contact Impulse Leisure so that your concerns can be investigated in the first instance.

WHAT IF YOU DO NOT PROVIDE PERSONAL DATA?

You are under no statutory or contractual obligation to provide data to Impulse Leisure during the recruitment process. However, if you do not provide the information, Impulse Leisure is unlikely to be able to process your application properly or at all.

AUTOMATED DECISION-MAKING

Recruitment processes are not based solely on automated decision-making. However, Impulse Leisure's application tracking system (ATS) will request candidates to respond to the following:-

- 'if they are legally entitled to work in the UK'. If a candidate ticks 'no'; then they will not be able to complete the rest of the application process, and
- 'if they hold a valid National Pool Lifeguard Qualification (NPLQ)'. If a candidate ticks 'no'; then they will not be able to complete the rest of the application process.
- 'if they hold a CIMSPA accredited Gym/Fitness Instructor qualification of level 2 or above'. If a candidate ticks 'no'; then they will not be able to complete the rest of the application process.

Candidates who respond yes to proceed with the application, but are subsequently then unable to provide the correct right to work original documentation and/or who do not have a valid NPLQ or fitness qualification will not proceed further in the recruitment process.

Any concerns relating to this question, should be directed to Lorna Mapson, Group Human Resources Manager – recruitment@impulseleisure.co.uk

CONTACT DETAILS OF PERSON RESPONSIBLE FOR DATA PROTECTION

dataprotectionofficer@impulseleisure.co.uk
Head Office, Blackshots Leisure Centre, Blackshots Lane, Grays, Essex, RM16 2JU