



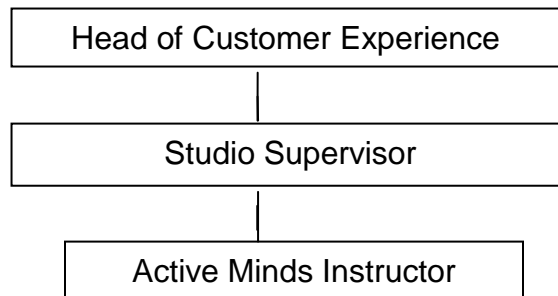
## **JOB DESCRIPTION**

**POST TITLE:** **Active Minds Instructor**

**RESPONSIBLE TO:** **Studio Supervisor**

**EMPLOYEE SUPERVISION:** **None**

**ORGANISATIONAL STRUCTURE:**



### **Specific Duties and Responsibilities**

1. Ensure a high level of quality engagement with all customers on the Active Minds (AM) programme in order to maximise retention levels
2. Have a positive welcoming approach when speaking to AM customers at all times, to smile and builds rapport with customers attending sessions
3. Good interpersonal and customer facing skills, able to empathise, maintain professionalism, display patience and politeness within a sometimes pressurised environment
4. Provide an efficient and effective service to all AM attendees and understand their needs and requirements, ensuring that the AM sessions are taught with consideration to all levels where appropriate and working to timescales
5. Maintain a high level of personal presentation, wearing suitable attire when teaching
6. Have relevant and updated qualifications for the disciplines taught
7. Confidence to engage professionally during AM sessions, include support, advice and exercise correction.

8. Ensure the correct safety procedures, class set up and cool down is applied
9. Check details of all AM attendees and maintain a high level of administration. Monitor attendee's progress over the course of the 12 weeks and produce an outcome report for HNCCG and Senior Managers within 1 month of the competition of the course. Include all feedback as part of the report
10. Excellent oral communication skills and be able to communicate clearly to attendees and colleagues and at all levels of seniority and be able to liaise effectively with other internal departments such as Duty Managers and Reception as when cancelling a class in the absence of the SS
11. Ensure the Gym/Studio/Move Suite and Conference Room are welcoming for all attendees, and that all adhere to BST rules at all times and that housekeeping duties are part of this by keeping a safe and tidy environment, reporting any maintenance or equipment issues to the Duty Manager & SS immediately
12. Deliver customer service in line with 'Best Practice'. Ensure compliance to all relevant policies and procedures
13. To work as part of a team offering support to colleagues and assisting in difficult situations with minimal disruption to attendees.
14. Be conscientious and have a "can do attitude" with attendees and continually strive to exceed customer expectations
15. Provide a point of contact for enquiries and demonstrate a positive enthusiastic, committed and flexible attitude towards course attendees, being helpful, supportive and knowledgeable. Being able to problem solve
16. Proven desire to update training and skill set as and when required
17. Confidentiality and discretion and awareness of policies such as the Data Protection Act 2018
18. Undertake any training as necessary for the department of service provision as agreed by the Studio Supervisor
19. Act as an ambassador for the Basingstoke Sports Trust at all times, supporting and promoting the company's strategic aims
20. Be flexible regards hours of work. Training, meetings may be outside of working hours. The post holder will be expected to attend whenever reasonably practicable
21. To cover events that are organised by BST to promote the service offered that are outside normal working hours to provide support to the community programme and will be paid accordingly

And any other duties commensurate with the grade and falling within the scope of the post, this list is not exhaustive, as requested by the Studio Supervisor. This job description reflects the current requirements of the post/course. The job description will be reviewed annually as part of the appraisal process. As duties and responsibilities change and develop, the job description will be subject to amendment in consultation with the post holder.

## PERSON SPECIFICATION

	Criteria	Essential Post Requirement	Desirable Post Requirement
1.	Excellent interpersonal skills, possessing the highest regard for best practice	√	
2.	Qualifications appropriate to Sessions delivered	√	
3.	Experience of working within health and fitness; both in public and commercial sector organisations	√	
4.	Self-motivated and able to work under own initiative with little supervision	√	
5.	Flexible and effective in a fast moving environment	√	
6.	Strong organisational and admin skills, and an excellent time keeper	√	
7.	Passionate about health and fitness and mental health issues with a desire to promote best practice and motivate others	√	
8.	High standard of personal presentation at all times	√	
9.	Ability to work as part of a team	√	
10.	Ability to communicate effectively verbally	√	
12.	Provide a point of contact with course attendees enquiries and assist accordingly	√	
13.	A conscientious and can do will do attitude towards work	√	
14.	Flexible approach to working times and days, which may include evenings and weekends and out of hours events	√	
15.	Ability to work with colleagues from all departments	√	
16.	To actively engage with all course attendees at all times on or off shift	√	
17.	Maintain good administration protocol	√	
18.	Full driving licence with access to a motor vehicle		√
19.	First Aid qualified		√

Last reviewed date: October 2020

Approved by: Andrew Rhys

Confirmed and agreed with NHCCG