



## Job Description

### Coach – Group Fitness, Wet & Dry

**Job Title:** Coach (Group Fitness, Wet & Dry)

**Responsible To:** Group Fitness – Assistant Fitness Manager  
Wet Coach – Programme Supervisor  
Dry Coach – Programme & Development Manager

**Direct Reports:** None

**Place of Work:** Site based, but required to work at any site the company operates.

#### **Purpose of Job:**

- To organise and deliver exciting and challenging Coaching/Group Fitness activities.
- To provide quality coaching and development opportunities for both the team and individuals.

#### **Key Responsibilities:**

##### **1 Core Values**

- To promote the Company's Core Values through personal behaviour and by challenging behaviour in others that is contrary to the Core Values.

##### **2 Customer**

- To provide a quality experience to the customer by guiding, motivating and instructing whilst ensuring the highest level of customer care is provided at all times.
- To take positive steps to identify and overcome barriers to participation amongst all target groups prioritising access and inclusion.
- To ensure that all activities cater for all abilities regardless of race, gender, disability or sexual orientation.
- Ensure the customer is treated correctly the first time, every time. To attend to all customer queries and enquiries in a caring and helpful manner, and with a commitment to dealing with the issue in a positive way.
- To advise, motivate and build a rapport with the customer/s.
- Evaluating performance and providing suitable feedback, balancing criticism with positive and motivating comments where required.
- Communicating instructions and commands using clear, simple language.
- Demonstrating an activity by breaking the task down into a sequence.
- Encouraging participants to gain and develop skills, knowledge and techniques.

### **3 Operations**

- To prepare and implement well-structured and progressive coaching programmes ensuring high quality, enjoyable coaching expertise centered on the needs of the participants.
- To be a positive role model, creating a positive fun environment in which to motivate and encourage all customers to participate in physical activity.
- To bring forward proposals and suggestions for improvements and innovation.
- To strictly adhere to all policy and procedure relating to Health and Safety, environmental, management, operational standards, equality of opportunity, customer care, data protection, welfare and discipline.
- To complete such documentation as may be necessary including timesheets and health & safety accident reports.
- Willingness to work flexibly including evenings, weekends and bank holidays.
- To develop and implement a structured training plan where required and maintain records of participant performance.
- Finding appropriate competitions for participants where required.
- Ensure the appropriate and safe use of all facility equipment in accordance to the manufacturer's instruction and the Normal Operating Procedure.
- To set up and set down any equipment required for the delivery of the session, and maintain efficient time management so the programme runs to schedule.
- To check all equipment at the start and end of each session, ensuring it is safe and fit for purpose. Report any concerns / issues immediately to your Line Manager or Duty Manager.
- Any other duties, as may be reasonably required by your line manager or senior management.

### **4 Financial**

- None.

### **5 Key Performance Indicators**

- To meet recruitment and participation targets set out by your line manager.
- To establish and build upon links between schools, clubs and other partners.
- To continually monitor and evaluate the delivery of the activity making positive changes where required.
- Provide your Line Manager with valid copies of all relevant qualifications and public liability insurance where required.

### **6 Health and Safety**

- To take care of your own Health and Safety and cooperate with management, so far as is necessary to enable compliance with the company Health and Safety rules and legislative requirements.
- To conduct health screening on new customers to help to identify any potential areas of concern.
- To ensure the coaching area is clean, presentable and free of potential hazards.

- Working to a high legal and ethical standard at all times, particularly in relation to issues such as child safeguarding and health and safety requirements.
- To deliver Group Exercise classes/ Coaching in line with qualifications held.

## **7 General Requirements (where required)**

- Participation in staff meetings.
- Attendance at and participation in external training courses and internal training and development courses as required by the Company.
- Participation in quality assurance systems (Quest, NBS etc.).