

JOB DESCRIPTION

Job Title: Wellness Coach

Reports to: Senior Wellness Coach/Wellness Manager

Your main role and responsibilities:

- Works with customers/users to meet their needs, when they use the facility. Trains, instructs and supervises clients in a variety of recreational settings and environments, which will increase both general and specific fitness levels.
- Ensures effective, efficient and safe operations of equipment, Fitness Suites on a day-to-day basis.
- Provides a high level of customer service response at all times to meet and exceeds user expectations, promoting the whole service and sign posting additional opportunities for use at all times.

What you will do:

- Plan improvements to the current programmes and develops new activities to meet the emerging needs of Trust's population, with the guidance of the Health & Fitness Team.
- Identify changes in health agendas e.g. obesity and diabetes and develops responses to maximise income and usage for the Trust within its facilities.
- Promote and maintain a high level of customer care within the Fitness and related suites/venues.
- Is a qualified First Aider at Work and administers first aid as required.
- Is a key holder with responsibility for opening and closing the centre on a shift rotation.
- Plan and deliver on all aspects of Kick Start, the 1610 member journey.
- At sites with Technogym equipment/technology contribute towards managing members total activity programme to include retention based contacts and personalised programmes through a computer based program.
- Develop fitness and related health programmes which meets the changing and emerging needs of the community/for all age groups
- Delivers personalised activity programmes for our members including gym based activities but also including other Centre programmes such as Group Exercise and Swimming.

- Contribute to improving Member Retention through engaging with members and exceeding their expectations by improving the end user experience.
- Will be involved in using social media as a marketing tool to aid retention.
- Actively walk the gym floor, engaging with customers and users.
- Respond to customer needs by resolving problems, queries and questions relating to their personal exercise programmes. Respond pro-actively to customer requests and complaints, making decisions about the first response and when to refer upwards.
- Carry out the maintenance and cleaning schedule to ensure a high standard of equipment and its availability. Makes recommendations to managers on the updating or upgrading and replacement of equipment, as appropriate. Carries out health and safety checks.
- Collect and analyse relevant local management information in relation to the use of Fitness Suite(s)/other relevant venues.
- Actively promotes the use of Fitness Suite(s) and Leisure Centres within the local community e.g. through promotional events and activities. Assist with the marketing strategy implementation.
- Where qualified deliver exercise to music sessions and/or exercise referral delivery.
- Ensures compliance with the Health and Safety at Work Act 1974 and all subsequent legislation. Ensures that Normal Operating Procedures are adhered to, to ensure the smooth running of Fitness Room(s)/venues at all times
- Perform administrative tasks required e.g. record keeping, daily checklist report, defect report log, accident/incident report, etc.
- Comply with the requirements of the General Data Protection Regulation (GDPR) 2018 i.e. it is the responsibility of individual staff members to protect data and to take all reasonable steps to ensure all data is kept securely.
- Attend staff meetings and actively take part in any relevant staff development programmes and reviews/job chats.
- To comply with the 1610's policies and procedures including Quality Assurance, Health and Safety Legislation, Safeguarding Children and Vulnerable Adults and those covering all aspects of Equality and Diversity.
- Carry out any other duties as may be required by line manager commensurate with the post.

Equality and Diversity:

We love people from all walks of life - and all runs, jumps and swims of life, too. Every body is different, and so is every day, because every day at 1610 all kinds of people try new things and set new goals. That means that all our colleagues must show inclusive behaviours, practices and attitudes at all times so that every potential customer feels welcomed, valued and able to make use of all our programmes and facilities.

All our colleagues will support the social, emotional, physical and well-being of each customer's activity every time they visit.

Person Specification:

Essential:

- REPs accredited Level 2 Qualification in Fitness Instruction
- Flexibility to work evenings, weekends or irregular hours, as necessary is expected. Travel to other Trust locations may be required.
- Excellent customer service skills, reflecting the ethos of the Trust along with a good standard of personal appearance.
- Good communication skills, customer service awareness, listening skills, interpersonal skills and health and fitness knowledge.
- First Aid accreditation (as an appointed person) for GP referral work and a sound knowledge of “safe working practices” and procedures within a Fitness Room environment.
- Good IT skills
- Embraces and demonstrates the 1610 values of:
 - Showing diversity
 - Inspiring others
 - Going the extra mile
 - Bringing ideas to life

Desirable:

- Understanding of national and local Sports and Fitness agendas.
- Empathy with a broad range of potential customers and their personal barriers to using the facilities.
- Able to use Gladstone MRM MIS systems, or similar
- Specialist knowledge and skills e.g. weight management, cardiac rehab, diabetes management
- Ability to establish and maintain effective working relationships with other employees, agencies, community groups and the public
- REPs accredited Level 3 Qualification
- REPs accredited Level 2 Exercise to Music
- Experience of Fitness Room procedures, induction, re-assessment exercise delivery.