

JOB DESCRIPTION

Job Title	Fitness Coach
Job Reference Number	YT2541
Closing Date	Tuesday 6 January 2026
Interview Date	To be confirmed
Location	Middleton Arena
Pay Band	Band 2, £24,310 / £12.60 per hour (pro-rate for part time)
Hours of Work	27.50 hours per week
Accountable To	Fitness Manager
Accountable For	Not Applicable
Special Conditions	The post-holder is expected to be flexible to ensure that the needs of the business are met at all times and evening, weekend and Bank Holiday working will be required as directed by the service. All positions are subject to a DBS Check appropriate to the role.

1. PURPOSE OF THE JOB

The purpose of the job is to provide a professional, efficient and high quality service to customers of Your Trust. This includes enhancing the member experience in the gym by delivering inductions, programmes and reviews, by delivering studio based group exercise classes, by adhering to Your Trust brand standards and by increasing and maintaining the fitness membership base of the centre.

2. DUTIES AND RESPONSIBILITIES

- a) To support potential new members by carrying out tours of the club and help them sign up through the online joining portals;
- b) To deliver Welcome Meetings to new members and Connect Meetings to existing members;
- c) To deliver inductions, reviews and programmes to members;
- d) To onboard members onto our digital platform and recommend wearables devices and fitness apps;
- e) To teach a variety of studio based group exercise classes;
- f) To ensure the cleanliness and maintenance of the centre and its equipment;

- g) To encourage members to take part in gym challenges and gym floor classes;
- h) To help and advise members on achieving their goals and devise individual programmes;
- i) To meet, greet and interact with members and non-members;
- j) To be on the move – our staff don't hang around in the gym as they are expected to be interacting, supporting and adding value to members membership;
- k) To be polite, friendly, courteous and helpful at all times in Line with our Customer Care Charter and deal with basic enquiries from customers and members of the public appropriately;
- l) To undertake other such duties and responsibilities of an equivalent nature as may be determined by your Line Manager including providing cover as necessary in the absence of staff;
- m) To work at other Your Trust venues as required to which advance notice and training will be provided if required;
- n) To wear the Your Trust issued uniform and ID badge at all times and to ensure the uniform is kept presentable.

3. ADDITIONAL DUTIES

- a) Data Quality - To ensure that Your Trust policy and procedures in respect of GDPR and Data Quality are adhered to consistently and at all times in respect of any data collected or used in the planning and delivery of services.
- b) Equality & Diversity - To work in accordance with Your Trust policy and procedures relating to the promotion of equality and diversity and to ensure that these are effectively and pro-actively applied in the delivery of all facilities and services.
- c) Health, Safety and Welfare - To be responsible for the health, safety, and welfare of self and other persons who may be affected by job holder's actions or omissions whilst at work. Additionally, be responsible for maintaining and implementing the requirements of the Health and Safety at Work Act and for the execution of any duties and responsibilities attached to the job within the company's health and safety policy and procedures. A high standard of personal hygiene and personal presentation is required at all times.
- d) Performance Management - To promote and practice a performance management culture within all facilities and services, including the setting and achieving of team and individual performance targets and the implementation of robust monitoring, evaluation and reporting systems.

- e) Relationships - To promote positive working relationships with all internal and external parties ensuring adherence to the Customer Charter and Staff Code of Conduct.
- f) Training and Development - To participate in any training initiatives in relation to the duties of the post and ensure that personal qualifications are kept valid via attendance on training as provided by the service as reasonably practicable.

PERSON SPECIFICATION

Note to Applicants

The **Essential (E)** criteria are the qualifications, experience, skills or knowledge you must show you have to be considered for the job.

The **Desirable (D)** criteria are used to help decide between candidates who meet all the Essential criteria.

If the **Identified By** column says **Application Form (A)** you must include in your application information to show how you meet the criteria using examples from paid/voluntary work or Education. If the column says **Interview (I)** this will be discussed at this stage.

Qualifications and Experience	Essential / Desirable	Identified By
Hold a Level 2 Fitness Instructor or equivalent qualification	E	A / I
Experience of dealing with customers and working in a gym environment	E	A / I
Hold Emergency First Aid or demonstrate commitment and ability to achieve within 3-6 months	E	A / I
Recognised Group Exercise Class Qualification or demonstrate commitment and ability to achieve within 3-6 months	E	A / I
Qualified to GCSE Grade D or above in Maths and English	D	A
Qualified to Level 2 or equivalent in a Sport, Leisure or similar subject	D	A

Skills and Knowledge	Essential / Desirable	Identified By
Ability to develop positive relationships with stakeholders, partners and members of the public	E	A / I
Friendly, outgoing person who likes to work with different clients	E	A / I
Ability to follow laid down procedures, work under pressure and without constant supervision	E	A / I
Knowledge of delivering new membership sales and developing and delivering lead generation plans	E	A / I

Skills and Knowledge	Essential / Desirable	Identified By
Able to motivate members to achieve their goals	E	A / I
Confidence and ability to teach high quality group exercise classes	E	A / I
Ability to work within a team with common objectives	E	A / I
Excellent communication; both oral and written and excellent interpersonal skills	E	A / I
Excellent time management skills	E	A / I
Awareness of health and safety	D	A / I

Special Working Conditions	Essential / Desirable	Identified By
Able to work flexibly including evenings, weekends and Bank Holidays	E	A / I
Demonstrate commitment to Your Trust Values of Care, People Focused, Inclusive and Excellence	E	A / I
High standards of personal presentation and appearance	E	I
Full UK driving licence or ability to travel around the Borough	D	A / I

Post Holder Name	
Post Holder Signature	
Date	

Version: November 2025
Completed By: Director of Operations