

JOB DESCRIPTION

Job Title:	Fitness Instructor	Department:	Fitness
Position type: (full-time, part-time, casual)	Part time	Reports to:	Fitness Manager & Duty Manager
		Direct reports:	Not Applicable

Key Competency Areas

All job roles at the Club have four key competency areas which define the way we behave and contribute to the success of the business:

Customer Service

Make customers feel valued by listening and responding in the appropriate timeframe. We may not know all the answers to the questions, but we will go the extra mile to find them out. We understand that our customers and our colleagues all have something in common with ourselves, we all are all human and share feelings so it is important to treat each other as you would expect to be treated.

Leadership

We all aim to be leaders and to inspire others. We lead by example and understand that our effectiveness as Leaders is governed by the actions that we take and how these actions are viewed by internal and external customers. All staff strive to set a positive example in their daily lives.

Communication

We understand that positive communication and using honest appreciation of other achievements in a variety of formats is essential to successful leadership. Being a good listener and being able to talk in terms of the other person's interest is key to understanding customer needs and outlining expectations.

Commercial Understanding

We understand that all decisions impact the business, and we continually assess how they affect customer service, our ability to lead by example and the effectiveness of how we communicate our expectations. We understand the importance of each action and ensure that no opportunity is wasted.

Shift Pattern

Hours of work will be shifts based on a 2-week rota, as follows:

Week 1 – 32 hours

Tuesday

13.45pm to 10.15pm

Wednesday

13.45pm to 10.15pm

Thursday

12.00pm to 8.30pm

Friday

1.15pm to 9.45pm

Week 2 – 31 hours

Tuesday

12.00pm to 8.00pm

Wednesday

13.45pm to 10.15pm

Friday

1.15pm to 9.45pm

Sunday

6.45pm to 2.15pm

Note: a 30-minute unpaid break is required when working more than 6 hours.

Job Description

To be responsible for Bluecoat member care in the Fitness Suite and Yard, to include Bluecoat Sports (BCS) members and Christs Hospital (CH) pupils as well as promoting Bluecoat Sports Limited and other services and facilities. To ensure the smooth, daily running of the Fitness Suite and Yard.

Fitness Instructor (Level 2 Qualification)

Health and Safety

- Comply with BCS Company policies and procedures and Christ Hospital School policies and procedures.
- Have a full understanding and have read the Fitness Suite & Yard Risk Assessment.
- Follow BCS COSHH procedures and guidelines.
- Ensure when starting shifts that the 'Visual Safety Checks' are carried out in the Fitness Suite and Yard.
- Always provide a safe exercise environment in the Fitness Suite and Yard for BCS Members, CH Pupils and Colleagues.
- Ensure the day-to-day cleanliness and maintenance of the Fitness Suite and Yard equipment. Report any repairs/servicing/ damage to the Fitness Manager. Liaise and log repair call outs with equipment suppliers for any repairs and maintenance required once authorized by either the Fitness Manager or Duty Manager.
- Comply with Health and Safety and Fire legislation and regulations.
- Be fully aware of the Bluecoats Child Protection procedure and the CH School Fitness Suite Usage procedure.

Operations

- Make bookings for fitness inductions, programmes and actively promote exercise programme reviews.
- Keep up-to-date and be aware of any changes in products and procedures affecting members and other users of the fitness suite.
- Manage CH activities and monitor pupil attendance, advising where appropriate and paying particular attention to the safety of the pupils.
- Ensure the BCS Members, CH and Colleagues follow our gym etiquette rules and address them if they are not respecting the rules.
- Report to Fitness Manager with any required shift changes or annual leave requests and seek authorisation.
- Provide holiday and sick leave cover where reasonably possible for other members of the team.
- Participate and contribute to Club promotions and activities liaising with other departments and team members as appropriate.
- Attend staff meetings and training as required.

Safeguard and promote the welfare of children and young people by ensuring adherence to relevant Club procedures.

Person Specifics

- A good general education up to at least GCSE standard.

Desirable Qualities, Qualifications/Experience

- First Aid Qualification (not mandatory).

Essential Qualities Required

- The ability to work unsupervised.
- The ability to work as part of a team.
- The desire to develop and improve knowledge and capabilities within the fitness industry.
- Good customer facing skills.
- The drive to go the extra mile for BCS members, CH pupils and colleagues.
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Date last updated:

21/04/2026

Updated reviewed by: HR/LM/Individual

HR