



CASUAL HEALTH AND FITNESS COACH

Pay Band C / Fixed SCP 10

£8.25 per hour

Job reference: V16

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Dear Applicant

Post of Casual Health and Fitness Coach

This post is exempt from the provisions of the Rehabilitation of Offenders Act which means you must provide details of any convictions (including those which are 'spent'), in addition to any cautions and bindover orders that you have received in the last 12 months.

An opportunity has arisen for the right individual to join our Health and Fitness Team at Volair Ltd.

Volair Ltd is a newly formed company that has a number of wet and dry leisure facilities across Knowsley and boasting 6000 members across the service we offer a diverse and varied programme to the local community. As a member of the Health and Fitness Team you will be responsible for the engagement and support of our members including inductions, classes and personal programmes.

The successful candidate will be a highly motivated and customer focused individual who can positively engage with a diverse range of customers delivering excellent customer satisfaction at all times.

Volair Ltd places great importance on maintaining high levels of attendance at work and operate under well-established guidelines to monitor and control absence. If you are successful at interview, Volair Ltd will be seeking references and your present or last employer will also be asked to give details of your sickness and attendance record over the last three years.

If you require any assistance during the selection process due to a disability, please contact me as soon as possible on telephone number 0151 443 4160. For example you may need a sign language interpreter, require an accessible interview room, or need help completing a written application (taped applications may be submitted by prior agreement).

Please note that Volair Ltd will disqualify any applicant who directly or indirectly seeks or canvasses the support of any Councillor for any appointment with the Volair Ltd.

You should email your application to: hr@volair.org.uk

I look forward to receiving your application and thank you for your interest in this post.

Yours faithfully



Clare Kerr

Clare Kerr
HR, Pensions and Payroll Administrative Officer



Our shared vision - to make Knowsley: ***The Borough of Choice***

“We want Knowsley to have a sustainable and diverse population with successful townships that provide a sense of place and community.”

CORE VALUES:			
Act with integrity	Being accountable	Openness and transparency	Respect for people
<ul style="list-style-type: none"> ▪ Demonstrates honesty, reliability and trustworthiness ▪ Does the ‘right’ thing ▪ Demonstrates consistency ▪ Acts according to a consistent set of morals, values and principles at all times 	<ul style="list-style-type: none"> ▪ Acknowledges and assumes responsibility for actions and decisions ▪ Takes ownership and responsibility for resulting consequences and does not seek to apportion blame on others 	<ul style="list-style-type: none"> ▪ Makes decisions in an open and transparent manner ▪ Shares information whenever possible ▪ Explains when information can’t be shared ▪ Is open to new ideas and new ways of working 	<ul style="list-style-type: none"> ▪ Champions equality and diversity with all people at all levels ▪ Treats people in the way they would like to be treated ▪ Values people and their contributions ▪ Shows consideration for others through thought and action



JOB DESCRIPTION	
JOB TITLE	Health and Fitness Coach
GRADE	£8.25 per hour
ACCOUNTABLE TO	Senior Healthy Lifestyle Advisor and Assistant Facility Manager
PLACE OF WORK	A base will be allocated however the post holder is expected to work in any Council facility.
RESPONSIBLE FOR	Health and Fitness facilities operated by Volair.

Purpose of the job

1. To work with the Senior Healthy Lifestyle Advisor to increase the levels of participation within your Fitness Suite
2. The effective and efficient day to day operating of the fitness suite.
3. To support and deliver initiatives around the financial viability of health/fitness, through increased membership numbers and the continuous improvement in levels of customer and member satisfaction.

Duties and responsibilities

1. Support the Fitness Supervisor in the implementation of all sales and retention initiatives and strategies
2. Take ownership for the overall standards and appearance of your fitness suite at all times
3. To act in a manner that is credible, professional and promotes Volair in a positive manner, adhering to its policies and culture.
4. To ensure the satisfaction of customers at all times.
5. To maintain a high standard of dress and hygiene with supplied corporate uniform and name badge to be worn at all times
6. To support and encourage our customer focused culture throughout the leisure centre.



7. Ensure all gym and class areas and equipment are cleaned, checked, maintained, and serviced in line with Volair policies and procedures
8. To support in the observation, development and growth of participation within group exercise.
9. Attend all one to ones and performance reviews making necessary changes needed to improve on expected measures being achieved such as class numbers etc.
10. Consistently inform the supervisor of usage figures, habits and customer feedback making possible suggestions on how to improve.
11. To work in partnership with partners, private voluntary groups and other outside organisations.
12. To carry out all gym duties and lead by example at all times
13. Handle customer enquiries and or queries and ensuring customers comply with centre regulations and any statutory requirements.
14. Maintain a thorough knowledge of the centres Health and Safety policies, NOP's/ EAP's, COSHH and Operations Procedures.
15. Attend regular meetings as part of the sites general communication structure.
16. To attend ongoing training as specified by management.

Other

1. To hold maintain and ensure all essential qualifications are kept up to date and adequate training sessions are attended to keep validated.
2. To undertake any other duties commensurate with the post and grade which contribute to the general purpose and objectives of the department.
3. The role will contribute to ensuring the operation of facilities throughout the Borough as a whole run smoothly and therefore flexibility in place of work is paramount on a daily basis. Any movement will be as part of the working conditions and no allowance will be incurred.



Health and Safety

1. To ensure compliance with all Health and Safety regulations and policies.
2. Manage Health & Safety in relation to all Volair guidelines
3. Ensure that all Health and Fitness equipment is cleaned and maintained in accordance with manufacturer's guidelines and industry best practice.
4. Ensure that all Health and Fitness equipment is cleaned and maintained in accordance with manufacturer's guidelines and industry best practice.



Person specification			
Post title	Health & Fitness Coach	Grade	£8.25 per hour
		Section/team	Health & Fitness

***** This post is exempt from the provisions of the Rehabilitation of Offenders Act – applicants must disclose all criminal convictions including those which are ‘spent’, in addition to any cautions and bindover orders received in the last 12 months *****

Criteria	<i>Essential requirements</i>	* M.O.A
Skills, knowledge, experience etc		
1	Ability to embrace the values of Volair	I
2	Demonstrate suitable experience in a Sport and Leisure environment	A/I
3	Show awareness of key retention issues in a Sport & Leisure environment	I
4	Effective written and oral communication skills	I
5	A passion for customer service	I
Qualifications		
6	Professional qualification to Level 2 in a relevant fitness qualification	A/C
Health and safety		
7	Demonstrate awareness of Health & Safety issues in a Health & Fitness environment	I
Personal attributes and circumstances		
8	A drive and desire to increase participation levels in your areas of the business	I
9	Ability to follow directives set by management and ensure high standards in all areas	I



***Method of assessment (*M.O.A)**

A = Application form

C = Certificate

E = Exercise

I = Interview

P = Presentation

T = Test

AC = Assessment centre

Date	Approved by authorised manager	Designation
21.11.16	Sam Goodwin	Head of Business Management



Conditions of Service

Post	Casual Health and Fitness Coach
Employment status	Casual
Grade	Pay Band C / Fixed SCP 10
General	The conditions in the National Joint Council for Local Authority Services (Green Book) will apply.
Hours of work	As and when required
Salary	£8.25 per hour
Medical	The successful applicant will be required to complete a medical questionnaire and may also be required to undergo a medical examination.
Training	Volair Ltd encourages training and development for all employees.
Pension	You can request to join the pension NEST scheme.
Childcare vouchers	Volair Ltd is in partnership with a childcare voucher provider which offers employees a salary sacrifice scheme. Further details are available from Human Resources Division.
Politically restricted post	This post is considered to be politically sensitive and falls under the terms and conditions of Politically Restricted Posts.
Disclosure	The post is subject to a Disclosure & Barring Service check. You must ensure that you complete Section 8 of the application form. If you fail to do so your application will not be considered. Having a criminal record will not necessarily prevent you from being appointed to the post.



Exempted posts – Disclosure & Barring Service (DBS) disclosure

Volair Ltd aims to promote equality of opportunity for all with the right mix of talent, skills and potential. We welcome applications from diverse candidates.

Certain posts are subject to a Disclosure & Barring Service check due to the nature of the work being undertaken. All candidates who are successful at interview for one of these posts will be asked to complete an application form for a 'disclosure' check by the Disclosure & Barring Service before the appointment is confirmed.

Whilst the council supports the rehabilitation of ex-offenders, it is obliged in the recruitment of all employees to use an Exemption Order of the Rehabilitation of Offenders Act 1974 in order to ensure safe recruitment to posts where working with children, vulnerable adults or other positions of trust are involved. If you apply for a post that is subject to a disclosure, you will be advised in the recruitment job pack.

Having a conviction or a record of some type of unacceptable behaviour **would not** necessarily bar you from being appointed to the post as any decision to employ will be considered on the individual circumstances of each case.

Further information about the Disclosure & Barring Service, including how information is assessed in line with the Rehabilitation of Offenders Act 1974 can be found on their website: www.crb.gov.uk

Safeguarding

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Emotional resilience in working with challenging behaviours
- Attitudes to use of authority and maintaining discipline