


**LIBERTY LEISURE LIMITED  
PERSON SPECIFICATION**

**EXERCISE REFERRAL INSTRUCTOR**

	<b>Requirements</b>	<b>E/D</b>	<b>Measurement</b>
<b>Personal Skills</b>	• Able to use initiative and problem solve – listen and respond to customers and deliver solutions	E	1, 3
	• Customer focused, empathetic, friendly and polite, with excellent customer care skills	E	1, 3
	• Able to remain calm, efficient and professional	E	1, 3
	• Enthusiastic team player with excellent communication skills (written, verbal and body language)	E	1, 3
	• Forward thinking, conscientious, well organised with ability to plan ahead	E	1, 3
	• ICT skills	E	1, 3
<b>Experience</b>	• Operation of an Exercise Referral Scheme	E	1, 3
	• Involvement in a customer oriented environment / dealing with the general public	E	1, 3
	• An understanding and appreciation of how health and safety considerations may impact on leisure operations	E	1, 3
	• Creating inductions, designing exercise programmes, monitoring and supervising clients whilst exercising	E	1, 3
	• Leading clients in exercise classes appropriate to their condition and activity level	E	1, 3
	• Mentoring clients with low level mental health and/or complex physical health issues	D	1, 3
	• Applying sales techniques and closing sales	D	1, 3
<b>Qualifications</b>	• Gym Instructor's Qualification – Level 2	E	1, 4
	• Exercise Referral qualification – Level 3	E	1, 4
	• Personal Trainer qualification – Level 3	D	1, 4
	• National Governing Body sports coaching qualifications	D	1, 4
	• Volunteer Walk Leader	D	1, 4
	• First Aid At Work certificate	D	1, 4
	• GCSE Maths & English	D	1, 4
<b>Knowledge</b>	• Normal Operating Procedures and Emergency Action Plans relating to gyms and exercise classes	E	1, 3
	• Clear understanding of the member customer journey	E	1, 3
	• Health and Safety procedures within a gym environment	E	1, 3
	• ICT including leisure management software, apps, email and familiar with social media	D	1, 3
	• Sales techniques	D	1, 3
	• Awareness of Safeguarding principles and reporting procedures	E	1, 3

	<ul style="list-style-type: none"> <li>An understanding of equality and diversity</li> </ul>	E	1, 3
<b>Special Requirements</b>	<ul style="list-style-type: none"> <li>Have a passion for exercise and fitness and demonstrate a genuine desire to develop, help and support others</li> </ul>	E	1, 3
	<ul style="list-style-type: none"> <li>A commitment to ongoing training, improving personal skills and continuous professional development</li> </ul>	E	1, 3, 4
	<ul style="list-style-type: none"> <li>A flexible approach to work as early mornings, evenings &amp; weekend work will be required</li> </ul>	E	1, 3
	<ul style="list-style-type: none"> <li>You will be required to complete an enhanced Disclosure &amp; Barring Application (DBS) if offered the position</li> </ul>	E	4
<b>Car Allowance</b>	This post carries a car user status		

<b>Measure:</b>	<ol style="list-style-type: none"> <li>Application form</li> <li>Test after shortlisting</li> <li>At interview</li> </ol>	<ol style="list-style-type: none"> <li>Documentary evidence</li> <li>Other [please specify]</li> </ol>
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	Name	Signature	Date
Person specification written by:	Paul Woodward		26.04.22
Person specification agreed by	Chris Laxton-Kane		26.04.22

Date of issue:

Additional notes for JE/HR.
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