


**LIBERTY LEISURE LIMITED
PERSON SPECIFICATION**

LEISURE & FITNESS ADVISOR

	Requirements	E/D	Measurement
Personal Skills	• Able to use initiative and problem solve – listen and respond to customers and deliver solutions	E	1, 3
	• Customer focused, friendly and polite, with excellent customer care skills	E	1, 3
	• Able to remain calm, efficient and professional whilst working under pressure such as emergency situations	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
	• Able to anticipate situations and proactively work to ensure smooth operations	E	1, 3
	• Have high levels of personal fitness to meet the demands of the work involve	D	1, 3
	Experience	• Supervision of a swimming pool and / or gym facility	E
• 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
• Providing inductions, designing exercise programmes		D	1, 3
• Applying sales techniques and closing sales		D	1, 3
• Practical experience of undertaking general & routine cleaning and maintenance tasks		D	1, 3
• Front of House operations, use of Point of Sale (POS) software and cashing up		D	1, 3
• Dealing with difficult customers to resolution		D	1, 3
Qualifications	<i>Essential to have one of the following two qualifications, with the ability to obtain the second qualification within 6 months:</i>		
	1. National Pool Lifeguard Qualification (Royal Life Saving Society) or equivalent	E	1, 4
	2. Gym Instructor's Qualification – Level 2	E	1, 4
	• Exercise Referral qualification – Level 3	D	1, 4
	• Personal Trainer qualification – Level 3	D	1, 4
	• National Governing Body sports coaching qualifications	D	1, 4
	• One Day Emergency Aid certificate	D	1, 4
	• GCSE Maths & English	D	1, 4

Knowledge	• Normal Operating Procedures and Emergency Action Plans relating to swimming pools and gyms	E	1, 3
	• Clear understanding of the member customer journey	E	1, 3
	• Health and Safety procedures within a swimming pool and / or 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
	• An understanding of equality and diversity	E	1, 3
Special Requirements	• Have a passion for swimming and fitness and demonstrate a genuine desire to develop, help and support others	E	1, 3
	• A commitment to ongoing training, improving personal skills and continuous professional development	E	1, 3, 4
	• A flexible approach to work as early mornings, evenings & weekend work will be required, with the ability to cover holidays and staff sickness	E	1, 3
	• You will be required to complete a Disclosure & Barring Application (DBS) if offered the position	E	4
Car Allowance	This post does not carry a car user status		

Measure:	1. Application form 2. Test after shortlisting 3. At interview	4. Documentary evidence 5. Other [please specify]
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	Name	Signature	Date
Person specification written by:	Paul Woodward		31.01.22
Person specification agreed by			

Date of issue:

Additional notes for JE/HR.
