

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Lifestyle Instructor	<b>JE NUMBER:</b> A12588
<b>DIRECTORATE:</b>	Leisure, Culture and Community wellbeing	<b>BAND:5</b>
<b>RESPONSIBLE TO:</b>	Senior Lifestyles officer	
<b>RESPONSIBLE FOR:</b>		
<b>MAIN PURPOSE OF POST:</b>	<ol style="list-style-type: none"> <li>1. To maximise Memberships at the Councils Sport and Leisure sites</li> <li>2. To deliver the Derbyshire Partnership Health Referral programmes.</li> <li>3. To support and assist in maximising participation in the Sport and Leisure service Health and Fitness schemes to deliver identified corporate priorities.</li> <li>4. The day to day operation of Health and Fitness services at the Councils Sport and Leisure sites, and other identified venues.</li> </ol>	

### **DUTIES AND RESPONSIBILITIES:**

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

	<ol style="list-style-type: none"> <li>1. Undertake customer inductions and assessments including providing and signposting health and wellbeing advice and support in accordance with the applicable Derbyshire partnership Health Referral scheme or other agreements.</li> <li>2. Comply with Induction and Health Referral bookings and appointments schemes.</li> <li>3. Complete general Membership Sign Up documentation and Health Referral scheme records.</li> <li>4. Advise customers on regular activity opportunities and programmes within the leisure service and in local communities.</li> <li>5. Contribute to marketing and sales promotion and retention initiatives to maximise participation and income opportunities within the service.</li> <li>6. Providing advice and assistance to customers on the safe and effective use of health and fitness equipment</li> <li>7. Providing advice on appropriate Health and Wellbeing programmes, prepare personal or other fitness programmes including undertaking healthy lifestyle assessments as required.</li> <li>8. Ensuring the safety and welfare of all customers attending facilities, community venues, promoted activities and events.</li> <li>9. Maintaining confidential records using electronic and paper based systems as directed in accordance with Council procedures and legal requirements including data protection</li> <li>10. Ensure a high standard of maintenance, cleanliness and hygiene is maintained in respect of equipment.</li> </ol>
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11. Undertaking minor equipment and premises maintenance as required.
12. Controlling admissions, including maintaining and checking customer records as necessary.
13. Ensuring that equipment is checked in accordance with set schedules and reporting any defects or matters in need of corrective attention.
14. Acting as leader/motivator and/or providing coaching and instruction including exercise classes as required to identified priority groups such as Young People, Older People, Families, Disadvantaged and Hard to Reach.
15. Assisting with publicity and other Lifestyles material as and when required, including attending community events and promotions.
16. Assisting in the delivery of schemes aimed at increasing participation and improving health in the borough.
17. Providing support and guidance to volunteers and occasional placements.
18. Ensuring that users vacate the facilities at the correct time.
19. Undertaking general cleaning and housekeeping.
20. Post holders will normally be based at a particular facility but will be expected to work at any of the Council's establishments or designated community venues should the need arise.
21. Ensuring high standards of visual presentation are maintained involving onsite publicity, notice boards and information distribution points.
22. Engaging customers in a positive manner at all times including undertaking "show rounds" and communicating feedback to service managers to support continuous improvements being made.
23. Post holders will be required to undertake occasional support duties in Reception, Membership Services, other Programmed Activities, Courses and Classes where suitably trained or qualified, and to deliver new initiatives and cover absence.

**GENERAL – To be aware of and implement the following:**

**Equalities** – The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

**Code of Conduct** – All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

**Health & safety** – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

**Staff Development** - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

**Data Protection** – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

**Safeguarding Children and Vulnerable Adults** - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

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### **SPECIAL FEATURES OF POST:**

Political Restriction	YES		NO	X
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES	X	NO	
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES	X	NO	
You may be required to carry out those duties at your present workplace or at another council venue.	YES	X	NO	

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

## PERSON SPECIFICATION

<b>JOB TITLE:</b>	Lifestyles Instructor	<b>JE NUMBER:</b>	A12588
<b>DIRECTORATE:</b>	Leisure, Culture and Community wellbeing	<b>DATE:</b>	<b>October 2021</b>

<b>KNOWLEDGE / SKILLS / ABILITIES</b>		<b>Assessment Method</b>
-		Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
<b>Essential</b>		
•	Dealing with customers of all ages individually and in groups	Application Form, Interview
•	Use of Computer software inc Microsoft products.	Application Form, Qualification / Certificates
•	Class Coaching and Instruction experience	Application Form, Interview, Qualification / Certificates
•	Working to targets and meeting deadlines	Application Form, Interview
•	Ability to plan and organise work to accomplish specific targets.	Application Form, Interview
•	Ability to work with minimum supervision and as part of a team.	Application Form, Interview
•	Ability to deal effectively with personal and telephone enquiries.	Application Form, Interview
•	Good knowledge and understanding of a wide range of health and wellbeing activities.	Application Form, Interview
•	Understanding and experience of Health and Safety requirements including maintaining records	Application Form, Interview
•	Flexible approach to working patterns and hours to meet service needs and customer expectations and to provide support to colleagues ensuring business continuity.	Application Form, Interview
•	Ability to undertake cleaning tasks and minor maintenance.	Application Form, Interview
•	Ability to demonstrate safe and effective use of equipment	Application Form, Interview

<b>Desirable</b>		
•	Health Referral	Application Form, Qualification / Certificates
•	Working with Disabled and Special needs customers	Application Form
•	Ability to perceive others' needs and react accordingly.	Interview
•	Presentation skills	Qualification / Certificates
<b>EXPERIENCE</b>		
<b>Essential</b>		
•	Working in a Health and Fitness Environment	Application Form
•	An understanding of the various needs of disabled persons and other special needs	Application Form, Interview
•	Commitment to customer care and an understanding of its relevance to this post.	Application Form, Interview
<b>Desirable</b>		
•	Ability to work under own initiative, and be a great team player	Interview
•	Innovation and a willingness to develop new ideas	Interview
•	Membership sales and marketing	Application Form
<b>QUALIFICATIONS</b>		
<b>Essential</b>		
•	NVQ level 2 Gym Instructor (or equivalent).	Application Form, Qualification / Certificates
<b>Desirable</b>		
•	Full driving licence.	
•	Degree or Diploma in Sports Science or equivalent.	
•	Other relevant Instructor qualifications eg Chair Based, Exercise to Music, Diet and Nutrition etc	

•	Exercise Referral Instructor qualification, e.g. Wright Foundation within 12 months	
•	BACR Cardiac Rehab Phase 4 qualification/ or gain qualification within 12 months of starting post.	
•	Nutrition and Weight Management Qualification within 12 months	

## OTHER REQUIREMENTS

### Essential

•	To display the council's values and behaviours when carrying out the job role	Application Form, Interview
•	To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form, Interview
•	Commitment to self-development, service improvement and organisational effectiveness	Application Form, Interview

## COMPETENCY REQUIREMENT:

<b>Seeing the Big Picture</b>	Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.  For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.	Interview
<b>Changing and Improving</b>	People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.  For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.	Interview

<b>Making Effective Decisions</b>	Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care. For leaders it's about reaching evidence based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.	Interview
<b>Leading &amp; Communicating</b>	At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm. It's about championing difference and external experience and supporting principles of fairness of opportunity for all. For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.	Interview
<b>Collaborating and Partnering</b>	People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions. For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable	Interview
<b>Developing self and others</b>	Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving. For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change	Interview
<b>Delivering Value for Money</b>	Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who	Interview

	<p>do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.</p> <p>For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available</p>	
<b>Managing a Quality Service</b>	Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery.	Interview
<b>Level: 1</b>	For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services	
<b>Delivering at Pace</b>	Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way.	Interview
<b>Level: 1</b>	For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly	