



JOB DESCRIPTION

Job Title: Aqua Instructor
Location: Any Northampton Leisure Trust location
Salary: £20ph

Responsible To: Commercial Activity Manager, Assistant Managers, Duty Supervisors, Senior Fitness Instruction

Responsible For: Trilogy Customers

MAIN PURPOSE OF THE ROLE

- To plan and deliver fitness instruction for water aerobic classes
- To ensure the smooth and safe running of class.

MAIN DUTIES & RESPONSIBILITIES

- Maintain and promote professional image of Trilogy Health & Fitness at all times
- Promote health, safety & wellbeing to customers School at all times
- Undertake any other duties commensurate with the post's level of responsibility

STANDARDS

- Develop a culture of excellence
- To act in accordance with, and positively promote, NLT's policies and standards
- Ensure all customers receive the highest level of service at all times
- Value and take ownership for customer satisfaction
- Keep up to date with all facility programmes and products in order to ensure you provide the latest information to customers
- Continually look to improve the quality of the service we provide
- To carry out duties with due regard for Health & Safety Requirements and Regulations, ensuring Safety is your highest priority. Report any concerns/issues immediately

JOB DEMANDS

Emotional Demands

- Required to interact with customers at a basic level.
- Required to deliver and adapt class to a wide variety of ability levels

Physical Demands

- Responsible for good housekeeping of equipment used, encouraging members to return to a central point.
- Responsible to obtain and upkeep a Water Safety Award. i.e. NPLQ, NASRA, STA Safety Award etc.
- Required to attend and participate in team training and instructor meetings as directed

Working Conditions

- Aqua Classes take place at various locations and times during the day and evening.
- Potentially provided short notice cover.

PERSON SPECIFICATION

List all relevant to the role, leaving in the standard items listed

	Essential/Desirable?	
EXPERIENCE / KNOWLEDGE / QUALIFICATIONS	E	D
Knowledge of Health & Fitness Industry		✓
Have previous experience of working in a customer facing environment		✓
Must hold a industry qualification for Pool rescue, i.e. NPLQ, NRASTC	✓	
Additional Aquatic Qualifications i.e. Aqua Zumba, Aqualates, Deep Aqua		✓
	✓	
SKILLS	E	D
Excellent customer care skills	✓	
Able to communicate clearly and effectively	✓	
Ability to act on own initiative or as part of a team	✓	
BEHAVIOURS	E	D
Demonstrates trust, openness and respect in dealing with people	✓	
A dynamic performance driven individual with a 'can do', results focused approach and attitude	✓	
Flexible approach to tasks and workload	✓	
OTHER	E	D
Willingness to travel between all NLT sites	✓	
Commitment to continuous professional development and willingness to undertake training where necessary	✓	
Understanding of and commitment to equality and diversity	✓	
Understanding of Safeguarding Practices	✓	