



Trilogy Mission

'Inspiring Active Lifestyles'

Job Description

Job Title:	Fitness Instructor (TPB)
Salary/Rate of Pay:	£9.50 p/h (Jan 2022)
Responsible To:	Centre Manager
Responsible For:	Trilogy Health & Fitness Customers

Trilogy Culture (Behaviours & Values)

- **One Trilogy Team** - Working together, respect, open & honest, positive communication
- **Encourage Creativity** – Support innovation, try new ideas, adopt change
- **Be Constructive** – Adopt a positive, can-do anything is possible mindset
- **Deliver Excellence** – Provide the Customer experience you want to receive
- **Promote Wellbeing** – Self-care, support others, be active, work/life balance
- **Embrace Diversity** – Champion Equality, Diversity & Inclusion

Trilogy Team Purpose

The purpose of every team member is to work together in a positive, creative fashion as one team to deliver the core values and company strategy. To adopt the behaviours and company culture to promote, encourage and achieve excellence as a Wellbeing organisation to improve the lives of people in our Community.

Organisational Duties & Responsibilities

- Act in accordance with, and positively promote, Trilogy policy and procedures
- Work with the team to deliver the best possible customer experience
- Adopt and adhere to NLT Safeguarding Policy, Procedures and Practices
- Adopt all Health & Safety and all legal compliance in all areas of the business
- Influence, teach and support your colleagues to achieve excellence
- Be accountable for knowing all company processes, policy and relevant information
- Communicate, feedback and promote the company values
- Work with the team to deliver the aims and objectives within the company strategy

Individual Duties & Responsibilities

- Reception of, supervision and coaching clients using the Trilogy Health & Fitness clubs, dance studio or undertaking leisure activities in the centre
- Maintain and promote professional image of Trilogy Health & Fitness at all times
- Promote health & wellbeing to customers using Trilogy Health & Fitness clubs at all times
- Hit Key Performance Indicator's (KPI's) relating to gym challenges, sales and wearable technology
- Any day-to-day administration related to operating the Fitness Studio, including bookings and inputting clients' data onto the computer system, as directed by the Centre Manager
- Responsible for the day-to-day operation and care of fitness equipment, dance studio and areas surrounding
- Day to day maintenance of the equipment in the fitness studio
- Delivery of Fitness Inductions/Class and demonstrate exercises
- Respond to customer enquiries, complaints and concerns
- You will be required to attend training sessions, including incident training, as directed by the Centre Manger
- Any other duties commensurate with the demands of the organisation

Job Demands

- Achieve a minimum of Level 2 recognised industry health and fitness qualification i.e YMCA, ACSM
- Travel and work from any associated Trilogy facility
- Work the necessary flexible hours to meet the needs of the business (as required)
- Some lifting and carrying and the post holder is required to be physically fit and health
- Manage (or help manage) conflict and resolve problems within the team
- Be accessible to the whole team for support (as required)

Essential Attributes Required to Work for Trilogy

- Possess the culture, values and behaviours of the company
- Knowledge and experience in relation to the post
- Ability to learn, develop and accept challenge
- Constructive, open minded and a positive communicator
- A team player who want's others to succeed
- A flexible problem solver
- Knowledge of instructing health & fitness and fitness equipment

Equality, Diversity & Inclusion

Diversity drives innovation and we are committed to promoting equality, embracing diversity and enabling inclusion through positive Wellbeing experiences. Trilogy is committed to educating itself, its workforce and its customers to celebrate Equality, Diversity and Inclusion.