



Colchester Borough Council

JOB ACCOUNTABILITY STATEMENT AND PERSON SPECIFICATION



Customer Business Culture

Job Title:	CNG Aerobics Instructor	Salary Grade:	£22.50 per hour	Post Reference:	
Service Area:	Commercial	Section:	Sport & Leisure		

Responsible to: Duty Manager

Line Management responsibility for: No direct staffing responsibilities

Contact with: Customers, staff and external partners and other organisations

Purpose of job: To instruct customer aerobics sessions to meet their health and fitness goals, increase customer retention rates of Aerobic programming and deliver within agreed commercial targets.

Principal Accountabilities:

1. To contribute personally towards the achievement of the council's three Core Goals and culture as defined by CBC's organisational attitudes and behaviours.
2. Provide instruction and advice to customers to ensure safe and effective participation in aerobics sessions.
3. Provide assistance and encouragement to customers to ensure customer satisfaction and increased use of facilities to maximise retention rate.
4. Set up and set down, check, supervise, clean and monitor the use of equipment and studio space to ensure hygiene and safety standards are maintained.
5. Encourage customer feedback and liaise with Leisure World management find ways to continuously improve the service.
6. Have a full understanding of the membership packages and commercial products available in order to promote and secure business to meet organisational targets.
7. Have a full understanding of the wider services that Leisure World offers in order to advise customers on a range of different opportunities to meet their requirements.
8. Require participate in team discussion to identify initiatives and campaigns to generate more income with the view to implement all group action.
9. Undertake regular review of program delivery and content whilst ensuring all relevant statutory program licencing are maintained at-all-times.
10. To comply with the Council's Safeguarding policies with regard to children and vulnerable adults

Disclosure and Barring Service Registration required: Yes

Level of check required: Enhanced with a children's barred list check

Where staff will carry out defined, regulated activity with children/vulnerable adults

Public Sector Network independent check required:

No

Where staff will access sensitive information using a PSN/need a .GCSX e-mail address

PERSON SPECIFICATION

The following are the qualifications or equivalent experience that apply to this role: -	
We expect you to have:	We also hope that you have:
<ul style="list-style-type: none"> • A relevant qualification from a recognised organisation e.g. Les Mills, indoor cycling. 	<ul style="list-style-type: none"> • Exercise to Music qualification • First Aid at Work qualification

Skill groups	Skills
	We expect/hope you have:
Role-specific technical skills	<ul style="list-style-type: none"> • Keep yourself fit and healthy, to be a positive role model • Understand the importance of customers and to anticipate and meet their needs in order to deliver outstanding customer service • Influence and retain customers
Leadership/Management	<ul style="list-style-type: none"> • Understand and carry out duties in a manner which is safe for yourself, colleagues and public in accordance with the Health & Safety at Work Act 1974, in order to minimise the risk of injury/accident.
Impact and influence	<ul style="list-style-type: none"> • Be able to work co-operatively with others to achieve shared goals and optimise organisation performance • Be able to communicate effectively with your customers, colleagues or partner organisations • Be receptive and positive about change and to have a 'can do' attitude • Participate in team meeting
IT Skills	<ul style="list-style-type: none"> • Microsoft Office365 applications (Outlook, Word, Excel, Powerpoint)
Administration	<ul style="list-style-type: none"> • Plan, deliver and safely supervise activities • Be capable to safely move, store, set up and set down relevant aerobic equipment • Have attention to detail and accuracy • Good communication skills • Encourage and motivate users to achieve the best of their ability. • Good numeracy and literacy skill

The following are any physical or special attributes that apply to this role:	
We expect you to be able to:	We also hope that you are able to:
<ul style="list-style-type: none"> • Work flexibly as appropriate • Undertake correct Health & Safety protocols as directed • Undertake Manual Handling • Be able to travel to and from any Sport & Leisure site as required 	

Prepared by: Zoe Punchard	Date: 15.09.20
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