



Ipswich Borough Council  
Job Description: **N07**

**Level 2 Recreational Facilities Assistant (Fitness Instructor)**

**Main Purpose of Job**

To provide operational support for the delivery of Sport and Leisure in the Councils' Facilities.

**Main Duties**

1. To assist with any task related to the safe, effective and efficient running of the facilities
2. To set up and dismantle equipment as required in connection with the running of the facility.
3. To organise and supervise children's holiday activities, sport sessions and parties ensuring customers are aware and follow health and safety and safeguarding information.
4. To assist with customer engagement duties as and when necessary, dealing with telephone calls, customers and the centre's computerised booking system.
5. To undertake limited cleaning duties such as cleaning gym equipment.
6. To carry out regular checks and routine inspection of the facilities to ensure satisfactory operation and adhere to the safety standards as directed by the management team.
7. Observation of the customers in our facilities in order to anticipate and prevent problems and accidents. To undertake or assist in land based incidents and give immediate First Aid, CPR, use an AED as required and emergency action plans where necessary
8. Complete inductions (incl. health questionnaire); and deliver fitness programmes to allow customers to exercise safely and offer advice to customers around fitness and training.

This is a Career Grade post which links with JD A88a (Level 1 Recreational Facilities Assistant)

9. To offer a high level of customer service, through face to face, telephone, and online interactions.
10. To ensure that the duties undertaken with the post holders area of responsibility are carried out in accordance with the Council's policies under the Health and Safety at Work Act 1974. To report all safeguarding, accidents or incidents and any other potential dangers immediately; completing all necessary paperwork including near miss forms and escalate information accordingly

Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



PERSON SPECIFICATION

**Level 2 Recreational Facilities Assistant**

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Knowledge / Qualifications</b>	Educated to GCSE level in Maths and English or equivalent  Relevant Level 2 Gym Instructing Qualification.  Good understanding of customer care	First Aid Certificate  Sports Leadership Award or equivalent  Knowledge of Health & Safety in the Work Place  Safeguarding certification  Automated External Defibrillators Certification	Application Form/Documentation/ Interview
<b>Work related experience, skills and competencies</b>	Experience of working in a customer orientated service  Experience of working in a Sports environment or similar position  Knowledge of Physiology and Anatomy  Knowledge of safe & effective exercise  Knowledge of exercise for juniors	Experience of supervising work colleagues  Experience of working with children  Experience of using a word processor & spreadsheets  Experience of using a computerised booking system  Reception experience  Set up and down of equipment  Knowledge of nutrition and healthy eating  Ability to use, if needed, an Automatic External Defibrillator (AED)	Application Form/Interview

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<p><b>Personal skills</b></p>	<p>Good customer care skills</p> <p>Deal with other people in a respectful &amp; positive manner at all times</p> <p>Able to establish rapport with customers</p> <p>Ability to organise &amp; prioritise workload &amp; achieve objectives whilst managing competing pressures</p> <p>Willing to share responsibilities of team colleagues, when required</p> <p>Experience of carrying out fitness testing</p>	<p>Interest in Sport and Leisure activities</p> <p>Attention to detail</p>	<p>Application Form/Interview</p>
<p><b>Special working conditions</b></p>	<p>Able to work evening/weekends and school holidays</p> <p>Ability to maintain high alertness throughout the shift</p> <p>The ability to travel between facilities if and when required.</p> <p>This post requires an enhanced DBS check</p> <p>Required to work at one of Ipswich Borough Council's Facilities</p>	<p>Full driving licence</p> <p>Lone worker with responsibility for unlocking and locking the building, on occasion</p>	<p>Application Form/Interview</p>