



JOB DESCRIPTION & PERSON SPECIFICATION

Group:	Community & Children's Services
Division:	Public Health & Protection
Section:	Leisure, Parks & Countryside
Sub Section:	Abercynon Sports Centre, Bronwydd Swimming Pool, Hawthorn Leisure Centre, Llantrisant Leisure Centre, Llantwit Fardre Sports Centre, Rhondda Fach Sports Centre, Rhondda Sports Centre, Sobell Leisure Centre, Tonyrefail Leisure Centre.
Post Title:	Fitness Suite Assistant
Vision Post Number:	14079 - Abercynon Sports Centre, 14951 - Bronwydd Swimming Pool, 3571 - Hawthorn Leisure Centre, 4418 - Llantrisant Leisure Centre, 13120 - Llantwit Fardre Sports Centre, 7856 - Rhondda Fach Sports Centre, 3410 - Rhondda Sports Centre, 3682 - Sobell Leisure Centre, 3668 - Tonyrefail Leisure Centre.
Grade:	Grade 4
Responsible to:	Recreation Manager
Posts Reporting to this Post:	N/A
Team:	N/A
DBS Required Level:	Enhanced
Location:	Abercynon Sports Centre, Bronwydd Swimming Pool, Hawthorn Leisure Centre, Llantrisant Leisure Centre, Llantwit Fardre Sports Centre, Rhondda Fach Sports Centre, Rhondda Sports Centre, Sobell Leisure Centre, Tonyrefail Leisure Centre.
Date of Description:	13/12/2016

KEY OBJECTIVES

To provide specialist health and fitness expertise with a view to maintaining and developing customer service levels.



SPECIFIC RESPONSIBILITY

- To introduce new members to the gym, undertake Health and Fitness assessments and to provide training in relation to use of equipment.
- Provide periodical training programmes catering for specific individual customer needs.
- Undertake the preventative and minor maintenance requirements of gym equipment.
- To formulate regular customer retention schemes and initiatives.
- Ensuring a high level of customer service is provided at all times.
- The implementation of the emergency operating procedures, normal operating procedures and staff handbook as required and compliance with the procedures set out within these documents or any subsequent additions.
- To ensure the Health and Safety of the public and other members of staff.
- To ensure the cleanliness, maintenance and housekeeping of the facilities and to undertake the associated tasks as directed or in accordance with the schedules.
- Supervision of customers in any area of the building and the provision of advice or instruction as required.
- Attendance at meetings as required.
- To induct new members of staff as and when required.

To carry out health and safety responsibilities in accordance with the Division's Health & Safety Responsibilities document.

To undertake such other duties and responsibilities commensurate with the grade as may be reasonably required by the Service Director, or as a mutually agreed development opportunity.

THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.

Protecting Children and Vulnerable Adults is a core responsibility of all staff. All safeguarding concerns should be reported to the Cwm Taf Multi-Agency Safeguarding Hub (MASH).



PERSON SPECIFICATION

This Person Specification sets out the knowledge and / or qualifications, past experience and personal competencies that would be ideal for this particular post.

The **Knowledge/ Qualifications and Experience** sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

ATTRIBUTE	ESSENTIAL	DESIRABLE
KNOWLEDGE / EDUCATION	CYQ Level 2 Fitness Suite Assistant Qualification or equivalent e.g. NVQ Level 2 Exercise and Fitness. First Aid at Work. Welsh Language Level 1 - All employees will be required to undertake a basic Welsh Language Induction to reach this level. Please refer to The Welsh Language Skills Guidance online www.rctcbc.gov.uk/WelshSkills .	Member of Register of Exercise Professionals. Coaching Qualification. Fitness Class Instruction Certificate. Defib and Oxygen Therapy. Welsh Language Level 2 to Level 5. For details on the levels please refer to The Welsh Language Skills Guidelines, which can be found in the Welsh Services section of the RCT Council Website.
EXPERIENCE		Experience of working in a similar role.
COMPETENCIES	Frontline and Customer Care	

Working with Others	<p>Is tactful, polite and respectful.</p> <p>Supports other team members when required, particularly new team members.</p> <p>Seeks to prevent or overcome conflict.</p>
Communicating Effectively	Listens to others and actively checks their understanding.
Meeting Customer Needs	<p>Always puts the Service Users' needs first.</p> <p>Considers the needs of different groups e.g. children, senior citizens, disabled people.</p> <p>Anticipates what else a customer might need, and provides them without being asked.</p>
Demonstrating Technical Ability	<p>Understands data protection and doesn't disclose private information inappropriately.</p> <p>Takes responsibility for keeping job relevant knowledge up to date.</p>
Achieving Results	<p>Is always punctual and ready to start work on time.</p> <p>Takes initiative and can work without close supervision.</p>
Maintaining Safety and Wellbeing	<p>Carries out daily inspection of equipment (where relevant).</p> <p>Ensures that maintenance and/or disposal of equipment and resources is in line with Environmental best practice.</p> <p>Anticipates and reports any risks and faults to the correct people quickly.</p>
Demonstrating Professionalism	<p>Is responsible, trustworthy and reliable and takes personal accountability for work.</p> <p>Stays calm and tries to diffuse tense/aggressive situations.</p>
SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS	<p>Required to participate in a shift pattern which will include working weekends, evenings and bank holidays.</p> <p>Uniform provided to be worn at all times.</p> <p>Ability to cover other Centres within service as and when required.</p>



JOB DEMANDS CHECKLIST

DEPARTMENT: Environmental Services

SECTION: Parks and Leisure

POSITION: Fitness Suite Assistant

Frequency Definitions:

Occasionally - Activity exists up to 1/3 of the time when performing the task.

Frequent: - Activity exists between 1/3 and 2/3 of the time when performing the task.

Constant - Activity exists more than 2/3 of the time when performing the task.

Repetitive - Activity involves repetitive movements.

N/A - Not applicable – does not apply.

		FREQUENCY				
DEMANDS	DESCRIPTION	O	F	C	R	N/A
Physical Demands of Job Tasks						
Kneeling / Squatting	Tasks involve flexion / bending at the knees and ankle, possibly at the waist in order to work at low levels.	X				
Leg / Foot movement	Tasks involve use of the leg and / or foot to operate machinery.					X
Hand / Arm movement	Tasks involve use of hands / arms – e.g. stacking, mopping, sweeping, sorting, inspecting, personal care.		X			
Bending / Twisting	Tasks involve forward or backward bending or twisting at the waist.	X				
Standing	Tasks involve standing in an upright position without moving about.					X
Driving	Tasks involve operating any motor powered vehicle. Type of vehicle, please specify?					X
Sitting	Tasks involve remaining in a seated position during task performance.					X
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended.	X				
Walking	Tasks involve walking on even surfaces.	X				
	Tasks involve walking on uneven surfaces.					X
	Tasks involve walking up steep slopes.					x
	Tasks involving walking around moving traffic.					X
	Tasks involve walking down steep slopes.					X
	Tasks involve walking whilst pushing/pulling objects.	X				
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees, vehicles, bankings etc.					X

Continued		FREQUENCY				
DEMANDS	DESCRIPTION	O	F	C	R	N/A
Physical Demands of Job Tasks						
Working at Heights	Tasks involve making use of ladders, foot stools, scaffolding, etc anything where the person stands on an object other than the ground.					X
Lifting / Carrying/ Throwing (*delete)	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms.					
	1. Light lifting/carrying/throwing (0-9kg).	X				
	2. Moderate lifting/carrying/throwing (10-15kg).	X				
	3. Heavy lifting/carrying/throwing (16kg and above).	X				
Pushing / Pulling	Tasks involve pushing/pulling objectives away from or towards the body. May also include striking or jerking.	X				
Grasping	Tasks involve gripping, holding, clasping with fingers or hands.	X				
Manual Dexterity	Tasks involve fine finger movements – i.e. keyboard operations, writing, issuing medication.	x				
Vibration	Tasks involving using vibratory equipments i.e. strimmers industrial buffers, cranes etc.					X
Sensory Demands of Job Tasks						
Sight	Tasks involve use of eyes (sight) as an integral part of task performance – i.e. looking at screen/keyboard in computer operations, working in dark environment, interpreting maps, plans, following medication records/ care plans.			X		
Hearing	Tasks involve working in a noisy area – e.g. workshop and/or operation of noisy machinery/equipment or to hear noise of oncoming vehicles.			X		
Smell	Tasks involve the use of the smell as an integral part of the task performance – e.g. working with chemicals.					X
Taste	Tasks involve use of taste as an integral part of task performance.					X
Touch	Tasks involve use of touch as an integral part of task performance.					X
Psychological Demands						
	Tasks involve interacting with distressed people.	X				
	Night working.					X
	Tasks involving being responsible for a group of children or vulnerable adults.		X			
	Tasks involving lone working where 999 services may not be called by a colleague, client or member of the public.					X
	Tasks involve interacting with people with mental illness / disability.	X				
	Tasks involving witnessing disturbing or distressing circumstances					X

Continued		FREQUENCY				
DEMANDS	DESCRIPTION	O	F	C	R	N/A
Working Environment						
Dust	Tasks involve working with substances that have a workplace exposure limit (WEL) or are associated with occupational asthma, therefore requiring fitness for work and health surveillance.					X
Gases						X
Fumes						X
Liquids / Powder	Tasks involve working with liquids/powders which may cause skin irritations if contact is made with skin – dermatitis.					X
Hazardous Substances	Tasks involve handling hazardous substances including storage and / or transporting.					X
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance – e.g. glare, not enough natural light.					X
Sunlight	Exposure to sunlight.					X
Extreme Temperature	Tasks involve working in temperature extremes – e.g. working in a cool room, working outdoors, boiler room, welding etc.					
Electricity	Tasks involving working on or nearby live electrical installations, machinery or equipment.					X
Confined Spaces	Tasks involve working in confined spaces.					x
Biological Hazards						
Biological Products	Tasks involve working with blood / blood products / body fluids.					X

Additional Comments:

Many tasks in the working environment were termed as often would be infrequent i.e. less than 1/3rd of time

Completed by: Keith Nicholls; Hywel George; Mair Taylor

Name:

Signature:

Date: 11th April 2014