

Cyngor Bwrdeistref Sirol Rhondda Cynon Taf  
Rhondda Cynon Taf County Borough Council

# Pecyn Gwybodaeth i Ymgeiswyr Candidate Information Pack



[www.rctcbc.gov.uk/Recrwtio](http://www.rctcbc.gov.uk/Recrwtio)  
[www.rctcbc.gov.uk/Recruitment](http://www.rctcbc.gov.uk/Recruitment)

## JOB DESCRIPTION

### Temporary Apprentice Fitness Suite Assistant

Post Reference Number: TBC

Date of Job Description: September 2020

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<b>Salary and Grade</b>	National Minimum Wage
<b>Location</b>	Llys Cadwyn, Pontypridd
<b>Group</b>	Community & Children's Services
<b>Division</b>	Public Health Protection & Community Services
<b>Section</b>	Leisure, Countryside & Culture
<b>DBS Required</b>	Yes, Enhanced

### Why have an Apprenticeship with RCT Council?

RCT Council's award winning Apprenticeship Scheme has been running since 2012. In that time we have employed over 200 apprentices across a variety of services.

During an Apprenticeship with RCT, you will work alongside experienced Council Officers, gaining job-specific knowledge and skills. Apprenticeships mix on-the-job training with classroom learning. They provide you with the skills you need for your chosen career that will also lead to nationally recognised qualifications. As an Apprentice you will earn while you learn, we pay National Minimum Wage.

RCT Council Apprentices also have access to a wide range of staff benefits which include:

- 25 days Annual Leave
- Cycle to Work Scheme
- Discounted LeisureForLife Membership
- Vectis Card (staff discount)
- Technology Purchase Scheme

To find out more about RCT Council's Apprenticeship Scheme and how to complete our application form visit our platform via the following link:

<https://www.rctcbc.gov.uk/EN/Resident/JobsandTraining/ApprenticeshipandGraduateScheme/ApprenticeshipandGraduateScheme.aspx>

## Purpose of the post:

To contribute to the achievement of the objectives and performance targets of the department.

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

## What you will deliver:

To attend and take part in regular team meetings and regular reviews with line manager etc.

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.

Ensure 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.

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.

### Knowledge / Education:

#### Experience:

Essential	Desirable
Essential	Desirable
will be required to undertake a basic Welsh Language Induction to reach this level. Please refer to The Welsh Language Skills Guidance online <a href="http://www.rctcbc.gov.uk/WelshSkills">www.rctcbc.gov.uk/WelshSkills</a>	On the levels please refer to the Welsh Language Skills Guidance online <a href="http://www.rctcbc.gov.uk/WelshSkills">www.rctcbc.gov.uk/WelshSkills</a> Experience in a front line customer facing environment
Full training will be given as part of the training programme to become a fully qualified nationally recognised fitness professional.	A CYQ Level 2 health and fitness qualification
	A CYQ Level 2 qualification in a fitness class teaching EG, Spin, Kettle Bells, Circuit Training

## What skills you will use in the workplace:

Competency	Frontline & Customer Care Competency
Competency Areas	Competency behaviours and values
<b>Working with Others</b>	<p>Is tactful, polite and respectful</p> <p><b>Supports other team members when required, particularly new team members</b></p> <p>Seeks to prevent or overcome conflict</p>
Communicating Effectively	Listens to others and actively checks their understanding
<b>Meeting Customer Needs</b>	<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><b>Anticipates what else a customer might need, and provides them without being asked</b></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). 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

**To complete the Apprenticeship Framework and undertake any other training relevant to the role including coaching from a supervisor and on the job training.**

**To sign a learning contract with the training provider/college and adhere to the agreement.**

**Ability to travel independently in line with the requirements of the post and any training required.**

**Required to participate in a shift pattern which will include working weekends, evenings and Bank holidays.**

**Uniform provided to be worn at all times.**