

Role Profile

Job family	Community Engagement	Role profile number	CE05-0393	Grade E
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Job purpose: Assist customers / visitors to utilise a facility or service, providing advice and information.

Grade E posts have the requirement to resolve problems within a range of established solutions and the ability to undertake a range of tasks involving the application of readily understood procedures. Posts at this level require a higher level of 'Knowledge & Skills' in the ability to undertake more involved tasks gained through practical knowledge and experience or through formal qualifications.

Factor	Relevant Job Information
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues and volunteers.
Indicative qualifications	A levels / National Diploma or equivalent experience/skills. Licence / certificate / qualification required for the role.
Knowledge and Skills	Relevant and practical experience acquired through on-the-job experience. A thorough understanding of relevant procedures and working practices. Good verbal and interpersonal skills. Confident and experienced when working with the public. Demonstrates interest and initiative in the products / services being delivered. Works calmly, effectively and accurately , even when under pressure Literacy and numeracy skills. Ability to use work specific equipment and materials competently and awareness of the relevant safety requirements for these ICT skills including use of Microsoft applications.
Creativity and Innovation	Work on own initiative to manage own activities. Creativity may be required when dealing with minor problem solving / responding to enquiries from customer / visitors but still working within specific guidelines and procedures Provide a direct and responsive service to customers / visitors. Help them to use the facility / services. Complete a range of routine support activities to defined deadlines. Make the facility available for use. Check equipment and make any necessary adjustments. Set out items as required. Support volunteers as required. Gather, record and provide information, using the appropriate systems. Check for accuracy and validity. Raise potential issues /errors.
Contacts and Relationships	Provide advice and guidance where information is less well established and where situations may not be straightforward. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from customers / visitors / volunteers, may be dealing with challenging situations where influence could be required. Regular contacts will include: colleagues, volunteers, customers, members of the public, and stakeholders
Decisions – Discretion & Consequences	Work is carried out following current procedures and clearly defined rules. Decisions are made based on a range of established practices with agreement from senior colleagues. Undertake inspection and /or maintenance of site / facility /tools / equipment as required Monitor activities; address any problems within remit of role, escalating issues as appropriate Take action where necessary to ensure the security of items and / or the facility. Report any problems concerning work, environment or equipment and incidents encountered.
Resources	May require accurate handling and security of tools, equipment and cash. May be a key holder.
Work Demands	Work where tasks are interchanged but the programme of tasks is not usually interrupted.
Work Environment	Work may involve some physical effort.

	<p>Work potentially involving some risks due to nature of activities being provided and / or public / customers. May involve lone working and dealing with anti-social behaviour.</p>
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	<p>All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager</p>
Equalities	<p>Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy.</p>
Authority to work in the UK	<p>All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.</p>

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary

ROLE DESCRIPTION

Role description:	Fitness Consultant	
Role profile family:	Community Engagement	
Role profile number and grade:	CE05-0393	Grade E
Number of posts:	Approximately 55 across all 10 Leisure Centres	
Service/Team:	Leisure	
Reports to:	Line Manager: Specialist Manager (Fitness) Responsible to: Leisure Operations Health and Wellbeing Manager	

Job Family overview

Community Engagement job family overview:

Provision of assistance, instruction and information to groups and individuals using Council services and facilities

- Facilities reception
- Provides information to the public
- Advice and support to use services, resources and community facilities
- Regular interface with public with a 'customer' emphasis
- Promotion and encouragement to use facilities/services

Service / function context

The overall responsibilities of the service/function are:

- To contribute to health improvement and reduction in health inequalities
- To increase participation in community sport and physical activity and reduce inactivity
- To develop a strong sporting infrastructure to improve the health, well-being and skills of people and communities
- To identify opportunities that will inspire people to take part in sport, active recreation and health related activities

Job Purpose

Specific duties and responsibilities include:

- To deliver professional instruction to customers in line with the Normal Operating procedures and the FOCUS Induction procedures
- To maintain excellent customer focus at all times, meeting customer expectations and therefore ensuring repeat business. This will include answering queries, motivating and guiding customers to ensure specific goals are met
- To creatively plan customer inductions to ensure they meet all the guidance / industry standards whilst maintaining interest and delivering the benefits to all the customers to ensure income / retention targets are met
- To prepare and maintain area including cleaning, ensure equipment is set up to required standard in line with Health & Safety Guidelines
- To liaise with the Duty Manager / Specialist Manager (Fitness) holder with regard to all Health and Safety / Customer issues
- To follow the Centre Normal Operating Procedures / Emergency Action Plan and the set guidance from the specific Governing Body / Qualification
- Be responsible for the customers during the duration of their session. Understanding the basics of Health and Safety within the Fitness Suite environment
- Liaise with Line Manager in order to develop the opportunities to increase participation, maintain high standards of Customer Care and Health and Safety
- To deliver other activities or classes covered by your current Fitness qualification (ie delivery of easyline) that may be included in your normal work pattern
- Responsible for ensuring that the coaching qualification / affiliation to REPs maintained / updated. You are required to maintain your own REP registration, CPD training will be provided, however staff will not be paid for the time taken to attend these sessions
- As and when required, provide support to key holder team in other areas of Centre operations i.e. reception, catering, children's activities, set ups etc
- Responsible for daily operations of Fitness/sports equipment/stock.
- Attend training as required for the duties of the post
- Able to adapt shift patterns to meet the needs of the service.
- Prepared to work at any of the in-house centres to assist in short term cover requirements.
- Patterns of work will be agreed with your line manager to meet the service requirements and the needs of the area. To meet the operational needs of the service there may be a requirement for you to work on a Public or Bank holiday for which you will be receive payment at the appropriate rate. Your line manager will advise you of these requirements.

Specific requirements for this post:

- Requirement to wear a uniform

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Level 2 or above Fitness Instructor Qualification
- REPs Registered level 2
- Comprehensive knowledge and understanding of the Centre’s Normal Operating Procedures and Emergency action Plan
- Good knowledge and understanding of general Health and Safety policies and able to act upon such
- Under pinning knowledge of sports coaching principles and procedures
- Experience of working within the fitness industry
- Communications – ability to communicate with range of people and manage difficult people
- Confident and self-assured
- Customer focused

Desirable

- Qualified to appropriate industry level/standard to cover various Health and Fitness related classes / activities

Career graded posts (where applicable)

Please list the posts that form part of this career grade structure:

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Supporting information

Driving classification	
<p>Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input checked="" type="checkbox"/>
<p>Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.</p>	<input type="checkbox"/>
<p>Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	

Driving trigger points			
<p>The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.</p>			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
<p>Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.</p>			
<p>If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.</p>			

Political restriction	
<p>This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party.</p>	<input type="checkbox"/>
<p>This role is not politically restricted</p>	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in ‘regulated activity’ providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed ‘secret’).	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to “secret” level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding

<p>For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input type="checkbox"/>
<p>For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p>	<input type="checkbox"/>
<p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input checked="" type="checkbox"/>