

Motive8 Health and Fitness Solutions

Job Description Form

Department: Gym & Spa

Location:

Job title: Gym and Spa Operative

Reports to:

Title: Gym and Spa Manager

Overview of The Leisure Facility

[Site] is a resident's only facility. It consists of a gym, studio, swimming pool sauna, steam room and a treatment room. In addition there is a golf simulator and snooker room to be managed.

The development is exceptional and service expectations are of the highest level. This role is customer facing and it is essential for all staff to meet these expectations at all times.

There is a 24 hour concierge on site however the role will be lone working within the spa itself. Depending on demand there may be other members of staff on site at the same time delivering personal training sessions and treatments. Whilst on shift staff will not be able to deliver additional sessions.

Essential Skills

Fitness Instructor Level 2

Proven experience in a similar role

Demonstrable understanding of all current gym & spa procedures and services.

Excellent customer facing and communication skills.

Good report writing and presentation skills.

Attention to detail

Self-motivated and able to work with a minimum of supervision.

Desirable Skills

Interested in gaining further qualifications in personal training, injury rehabilitation, massage therapy or beauty therapy are preferred but not essential.

Competencies

Aptitude for learning and ability to incorporate new skills into project work if required.

High level of interpersonal skills.

Innovative, creative and imaginative approach to problem management.

Adaptable with the ability to work under pressure.

Security Responsibilities

Compliance to security policies and other company related policies & procedures are an integral part of employment with motive8.

Ensuring data protection is maintained and information is made available on a need to know basis.

Active involvement in the prevention of unauthorised access and damage to information.

Report security weaknesses and incidents to the Estate Management and your line manager in a timely manner.

Responsibility:

Key roles:

Customer Service

- Be first point of contact for residents of the [site] reception.
- Take bookings in person, over the phone and via e-mail for gym inductions, personal training sessions and treatments.
- Deliver sales tours of the facility when requested by the developers sales team (these will be pre-booked where possible)
- Be warm, friendly and helpful to all residents using the facility

	<ul style="list-style-type: none"> • Answer the phone correctly and be efficient and accurate in making appointments • Take payment form residents for treatments etc • Be the first aid appointed person • Build a strong working partnership with Estate Management and the Development company • Forge relationships with residents, to understand their needs and deliver outstanding service. • Deal with complaints or situations that may arise immediately and escalate to the Gym & Spa Manager where appropriate. • Recognise and act upon feedback from residents/staff on how to better our services
<p>Inductions</p>	<ul style="list-style-type: none"> • Ensure residents are fully aware of all the terms and conditions including emergency procedures for [site]. • Ensure residents have filled out relevant induction paper work. This paperwork must be processed and filed accordingly • Measure residents weight, height, lung capacity and blood pressure • Ascertain if it's safe for resident to exercise through a pre-exercise questionnaire and further discussion. Refer back to doctor for approval letter if required • If required; refer any queries to the Gym & Spa Manager • Explain and demonstrate how to safely use all fitness equipment, paying particular attention to posture and form • Ensure the residents are aware of the location of all facilities • Ensure that residents understand and adhere to the terms and conditions, rules and etiquette for the use of the gym, pool, jacuzzi, sauna and steam room • Promote other motive8 services to residents such as treatments, classes etc.
<p>General duties</p>	<ul style="list-style-type: none"> • To understand and regularly assist with the revision of the operating procedures • To attend staff training and meetings and offer constructive feedback and suggestions for improving service • To collate and display information on notice boards as suggested/requested by the Gym & Spa Manager • Write interesting and factual articles for the monthly lifestyle tips as directed by the Gym & Spa Manager • Carry out any emergency procedures as required • Ensure any problems or incidents are recorded and reported to the Gym & Spa Manager • Always report and make safe (where it is reasonable to do so) any potential hazard to staff and residents and report to the Gym & Spa Manager • Ensure the safety and happiness of residents enforcing the rules and report consistent offenders to the Gym & Spa Manager • Ensure communication between all relevant parties • Perform hourly checks of the facility to ensure that all areas are clean and tidy, towels and changing room consumables are stocked. If an area of the facility requires attention bring it up to standard immediately • Communicate any additional areas of concern regarding cleanliness of the facility to the cleaning staff • Carry out swimming pool checks every 3 hours. If required take remedial action (when appropriately trained to do so) or call the motive8 maintenance team • Ensure that all dirty towel bins are emptied and towels washed. Onsite washing and drying facilities are provided for this purpose • Daily cleaning of steam and sauna • Carry out maintenance and cleaning of all gym equipment in a safe and thorough manner • To be familiar with and adhere to health and safety procedures. • To attend to accidents and incidents as required and within safe limitations
<p>Pool checks/ maintenance</p>	<ul style="list-style-type: none"> • Conduct accurate daily tests of pool chlorine and ph. • Conduct spa backwashes • Have a basic understanding of pool dosing and A/C systems • Report any faults to the Gym & Spa Manager • Be able to contact relevant contractors with specific details of faults – when instructed by the Gym & Spa Manager • Ensure correct levels of chlorine and ph in pool and carry out corrective procedures if they are under or exceed the correct amount • Ensure correct temperatures of pool/sauna/spa and carry out corrective procedures if they are under or exceed the correct amount

Reviewed by: Omar White
Title: Head of Operations

Date posted:
Date employed: