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Main Purpose of Job

Jubilee2 is based within the heart of the borough our aim is to offer and deliver high-quality, memorable, and exciting experiences to customers.

You will be responsible for proactively encouraging potential customers to join as members (& renew memberships) in an authentic and ethical manner, conducting and concluding sales tours, and processing new memberships. As part of a friendly team, you will be providing a high standard of customer service which ensure that customers continue to come back to our facilities again and again.

You will deliver key services to our customers including, which will include

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- General health and fitness advice
- Gym Programmes
- Studio Classes

Roles and responsibilities

1. As well as providing an exciting programme of classes you will have the ability to work across all the facilities in the centre.

2. Carry out the day-to-day operation and control of all the fitness suite and studios by providing a friendly, clean, safe and professional atmosphere to the public at all times.

3. You will conduct sales tours to potential customers with full knowledge of all membership packages including 'pay as you play' or 'monthly memberships' for regular users. You will familiarise yourself prior to every sales tour of special offers to maximise the opportunity of joining new members.

4. Be hands on and proactive in any situations that arise during the course of your shift, including equipment set ups and cleaning.

5. Comply with health and safety procedures, carrying out necessary checks, to ensure that high standards are always maintained for the benefit of customers; and oversee general safety and behaviour of the public to prevent injury, misuse and damage to themselves, others, facilities and equipment.

6. Check the maintenance, cleanliness and safety of all equipment and reporting any equipment faults or breakdowns so that a safe environment is always provided to customers.

7. Assess members of the public in relation to their capacity to use health and fitness equipment, inducting and instructing customers appropriate to ensure safely and effective use and participation.

8. Always remain vigilant to enable safe experiences for all in line with procedures and ensure security of membership data is in line with data protection policies (GDPR).

9. With over 100 hours of opening times per week you can deliver exceptional experiences that encourages customer retention

10. As part of a knowledgeable and fully qualified gym instructor's team you will provide instruction on how to use the equipment and can develop a training programme. You will be bursting with knowledge and expertise and always on hand to support members in achieving their goals.

11. Actively participate in the promotion of Jubilee2 and all its facilities (gym, swimming pool, studios, climbing wall.), assisting in promotional campaigns, social activities, etc.

12. In order to provide the highest standards of our facilities and to ensure they are maintained to enhance the customers' experiences you will be responsible as part of a wider team to undertake cleaning & maintenance tasks (e.g. mopping, vacuum cleaning, emptying of litter bins and dusting of designated areas)

13. Proactively supervise the gym area and ensure customers observe and respect the Centre rules and procedures, whilst promoting Jubilee2's health and fitness member journey pathways.

14. Plus, standard corporate responsibilities etc

Experience, Training & Skills that will be needed for this Role:

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- Previous experience of working in a Fitness centre delivering studio group exercise classes.
- Previous experience of sales e.g. working within a sales role/environment,
- Passion for health, fitness and exceptional customer service.
- Ability to build and maintain good working relationships with colleagues.
- Good organisational skills - able to anticipate and meet regular deadlines.
- Good communication skills via telephone, email, face to face and written communication
- Ability to perform at an exceptional level when working under pressure.
- Enthusiasm for the effective programming of sport and physical , efficient setting up of activities & innovation of delivery,
- Self-motivated, conscientious, reliable, trustworthy and honest.
- Nationally recognised fitness instructor's qualification.
- Eager to learn & develop, and be keen to help.
- Evidence of continued professional development
- Good literacy and numeracy skills (minimum 3 GCSE).