



Job Description

Job Title: Health and Fitness Advisor

Responsible To: Fitness Manager / Operations Manager

Direct Reports: N/A

Place of Work: Based at a venue, but will be required to work at any SIV operated venues.

Purpose of Job:

- To assist in the efficient running of the Fitness Unlimited products by ensuring all customers adhere to relevant policies and procedures
- To provide a constantly high standard of service in accordance with standards set in the Fitness Unlimited manual
- To ensure the safety of customers and provide the highest possible level of customer care in all areas, in line with the Company's mission, vision and values
- Deliver customer interactions to all designated members in line with direction from management
- Deliver a safe environment for customers to use the facilities through maintenance and cleaning.
- Assist in promoting new activities and retention products that the company provides to meet the customer needs
- Ensure the customer journey is completed in line with the Fitness Unlimited manual

Key Responsibilities:

- 1 Core Values**
 - To promote the Company's Core Values through personal behaviour and by challenging behaviour in others that is contrary to the Core Values.
- 2 Customer**
 - To ensure that all customers receive a positive interaction through the retention software provided
 - Deliver quality inductions to all new customers
 - Record all customers comments through relevant software
 - Deliver exceptional customer service going the extra mile

- To create relationships, adaptability and enhance customer relations through open and consistent communication, ensure all customers enquiries are answered full and their expectations are continually exceeded.

3 People

- To provide high quality instruction and healthy lifestyle advice.
- To provide an exceptionally clean and safe environment.
- To make a “positive connection” with every customer – leaving them in no doubt that nothing is too much trouble and that through a flexible approach; you will try to accommodate their most challenging needs.
- Promoting the Options process to all customers to ensure regular use of the facility
- Develop group training within the fitness environment to increase the community feel
- Work with the health professionals to deliver continuous service through high risk customers
- To adopt a sales culture within your role by providing solutions that fits both the customer and the business needs and to capitalize on all opportunities available.

4 Financial

- To play an active role in maximising incremental and secondary spend.
- To play a role in minimising and controlling expenditure.
- To play a role in selling to maximise income spend from memberships, retention packages and casual usage.

5 Business Development

- To continually attract new customers and referrals to the venue so that income and profit figures are achieved.
- To deliver repeat customer business through the effective day to day operations of the Fitness Suite.
- To assist the Company in achieving its Key Objectives.
- To develop yourself in line with the Company’s recruitment and development policy.
- Maintain a full understanding of all areas of the business to include knowledge of all sites, future developments and details of operational and company policies.
- To take accountability for individual and team targets by having a commercial awareness and generating revenue growth for both new and existing customers by presenting products or services in a structured, professional and enthusiastic manner.

6 Operations

- To ensure the smooth running of the day to day operation of the Fitness Suite and ensure customers’ expectations are achieved

- To be part of a team that recognizes we constantly need to change our products, services, procedures and policies so we can continue to remain a Company offering world class competitive facilities and services.
- To provide professional assistance to all customers injured or in distress.
- To assist with marketing and promoting all activities.
- Work within the team to continuously develop as a group enabling development of every individual
- To carry out opening and closing of the Fitness Suite.

7 Key Performance Indicators

- To assist in the delivery of all key performance indicators for the venue as set out in the Corporate Plan.

8 Health and Safety

- To comply with all operational and emergency procedures.
- To attend all training sessions.