

# WE'RE RECRUITING

Join the team at Denbighshire Leisure Ltd





## **Job Title: Fitness Instructor**

Job Reference: DLLL00045W3FCE

Location : Llangollen Leisure Centre

Company: Denbighshire Leisure Ltd

Salary : Grade 3, £7,525 - £7,829

Hours : 15hrs/week

Contract : Permanent

Closing Date : 23 September 2021

## **How to apply:**

If you are interested in this vacancy, please apply on-line via the website [www.denbighshireleisure.co.uk](http://www.denbighshireleisure.co.uk). For alternative methods of applying please contact Denbighshire County Council Customer Services on 01824 706101.

Denbighshire Leisure Ltd. is a Council owned Trading Company Limited by Guarantee and as such application forms are administered by Denbighshire County Council. Candidates must complete our application form via the website to be considered. We regret that we are unable to reply to all applications. If you have not received a reply within three weeks of the closing date, you must assume that you have not been short listed for interview.

# Letter from the Managing Director

Hi, my name is Jamie Groves, and I am the Managing Director of Denbighshire Leisure Ltd. As you are interested in joining our Company, we thought you would like to know a little bit about us.

This is a truly exciting time to join Denbighshire Leisure Ltd, as we are a new Company with a well-established, passionate and driven team, who all have a culture of high performance and excellent customer service. Our past successes have led us to where we are today, with a reputation for great experiences in all our facilities and a team who thrive on the customer having the best experiences possible.

Our commitment to providing customers with the highest standard of facilities continues year on year, and this rolling programme of investment into our facilities has led to a well-deserved reputation for providing residents and visitors with sport, fitness and leisure facilities that compare with the very best of the private sector. Our seven Leisure Centres offer top class gym equipment and a wide variety of fitness classes. Across the county, we also have six swimming pools, as well as sports halls and outdoor all weather pitches.

For those looking for a fun day out, we have SC2 Water Park with Ninja TAG in Rhyl, the Nova – our premium visitor destination in Prestatyn, and North Wales Bowls Centre. We also offer fine dining and cocktails in the 1891 Restaurant and Bar in Rhyl or pizza and a drink in the sunshine at the Beach Hut in Prestatyn. For those with an interest in the arts, you might like to pay a visit to Ruthin Craft Centre, the Centre for the Applied Arts with three galleries showing the best in national and international contemporary applied art. Our busy Active Communities team have a wealth of experience in their own sectors, and together they combine their skills to offer a varied programme of high quality, inclusive leisure opportunities. Everyone is committed to providing an excellent service to all our customers, so whether it's hosting a birthday party or helping someone improve their health and fitness, we are happy to help.

Our success is down to our staff, and we have a great team and ethic at Denbighshire Leisure Ltd. We offer a wide range of opportunities for training and career progression, and work hard to ensure our staff are happy in their chosen roles. If you are also passionate about providing excellent service, are friendly and approachable, with a desire to help both colleagues and customers, then you'll fit right in.

We look forward to receiving your application.



*'Providing high quality, accessible leisure opportunities which attract high levels of participation and improve the wellbeing of our residents and visitors'*



# Denbighshire Leisure Ltd

Denbighshire Leisure Ltd is committed to Equal Opportunities and its Welsh Language Standards. We welcome applications in the Welsh Language and application forms received in the Welsh Language will not be treated less favourably than an application form submitted in English.

The Denbighshire Leisure team are a well-established, passionate and driven team, with a culture of high performance and excellent customer service. Our past successes have led us to where we are today, with an excellent reputation in all our facilities, and a hard working team who thrive on the customer having the best experiences possible.

We expect our staff to be committed to;

- Providing an excellent standard of service at all times
- Their own self development and the development of our business
- Working flexibly across sites where needed
- Supporting team working, supporting their colleagues and our customers

Our workforce is of utmost importance to us and we are committed to supporting staff to achieve a positive work-life balance. All employees of Denbighshire Leisure Ltd are entitled to a variety of benefits, including discounted gym membership, personal and professional learning and development opportunities, generous annual leave allowances (with the opportunity to purchase more) and support for applications for career breaks and secondments.

**Our People | Our Business | Our Community**



## **Job Description:**

**Job Title:** Fitness Instructor

**Responsible to:** Duty Officer

**Service Area :** Llangollen Leisure Centre

**Company:** Denbighshire Leisure Ltd

**Grade:** 3

## **Job Purpose:**

To provide a first class customer experience for members; supporting, inspiring and motivating them to keep fit and healthy through exercise as part of their daily routine and life plan. To be a positive advocate for the company; promoting and upselling the company and its facilities, services and memberships to customers, prospective customers and the wider community. Also, to support the Duty Officer in the day to day operation of the Centre, and assist with the preparation of facilities and activities for customer use.

## **Principal Accountabilities and Responsibilities:**

- Assist in the smooth day-to-day running of the facility.
- Induct new users into the gym and provide advice and support in the correct use of equipment.
- Interact with members on the gym floor, helping them identify their personal goals and developing personalised fitness programmes tailored to support and motivate them.
- Undertake daily facility safety checks, ensuring potential hazards are dealt with and reported to the Duty Officer.
- Assist in the preparation, setting up and dismantling of sports and events equipment, as dictated by the centre programme.



## Principal Accountabilities and Responsibilities

- Undertake promotional activities, working with the Duty Officer to increase our social media profile, and helping with outreach events at school and colleges.
- Proactively upsell the company's facilities, services and memberships to customers, prospective customers and the wider community.
- Receive and process customer bookings for specific programmes and events, and receive and administer payments from customers for bookings, admission and goods.
- Deal with customer queries and complaints as appropriate and provide general information and advice regarding the centres programmes of events and activities.
- Act at all times in accordance with DLL policies and procedures.
- Support the Management team in ensuring the safety of all persons on or within the facilities, in accordance with the normal operating procedures.
- Undertake general maintenance and cleaning duties and any other related duties as directed by the Duty Officer.
- Be a nominated key holder for the facility in respect of the centres 24 hour security system, and to provide support and assistance to all staff and management within the system.
- Be flexible, adaptable and willing to work on request at include other leisure centres, in line with the needs of the business.

## Special Working Conditions

- The post holder will be required to complete tasks under minimal supervision as required, and have a proven ability to work off their own initiative.
- The ability to prioritise work, deal with conflicting priorities and meet deadlines is essential to this post.
- The post holder will be expected to work weekends and evenings, and unsociable hours commensurate with the role and the industry



## Vision/ Context

Denbighshire Leisure Ltd has been transformed over the past decade and is now renowned for delivering high standards of provision right across the County of Denbighshire; offering a new, unique, affordable, and a commercially sustainable Leisure offers; whilst making a significant contribution to improving the health of our residents and delivering Economic prosperity. This has been possible because of a highly motivated workforce, with a great culture who work to strong values.

The post holder will be expected to display and promote our company core values:

- We will stand by our principles of integrity and honesty.
- We will be trusted by our staff to always do what is right as their employer, and make them proud.
- We will never accept the status quo. We will work harder, become stronger and continue to deliver the highest quality of service to our customers.

Denbighshire Leisure Ltd has three important, but distinct pillars, which informs and influences the way we work and why the Company was created. The Company is recognised for the valuable contribution it makes to our communities, how it works with its partners and other businesses, and more importantly how the Company looks after and develops its workforce – the Company very much believes in a 'one team - one bank account' philosophy.



# The three pillars of Denbighshire Leisure Ltd:

## Our Community

Within the wider Denbighshire area, our teams work with a network of smaller communities consisting of customers, sports clubs, local groups and residents. We place these communities at the heart of everything we do.

## Our People

We believe that our staff are a vital element of Denbighshire Leisure's success. We value the skills and experience each individual brings to their role and although the Company offers a diverse range of services, our teams all have the same qualities in common – they are passionate and driven, with a culture of high performance and a reputation for excellent customer service.

## Our Business

Denbighshire Leisure Ltd is a new Company, built from a history of high performance and innovative practice. Over recent years, as a service within Denbighshire County Council, we have built lasting and mutually beneficial relationships with a number of partner organisations. We are looking forward to the continued success of these established partnerships, whilst also developing new and exciting ventures. Within all of our relationships, we are committed to acting with integrity, transparency and courtesy.

The post holder is key to ensuring that '...by 2030 the company will continue to be renowned for providing high quality, accessible leisure opportunities which attract high levels of participation, and improve the wellbeing of Denbighshire's residents and visitors'.





## Employment Checks/Specific Requirements

All new starters are required to undergo our standard safer recruitment checks; two satisfactory references covering three years employment, evidence of essential qualifications, evidence of Right to Work in the UK. An enhanced DBS check is also required for this role.

## Safeguarding Statement

Denbighshire Leisure Ltd recognises its obligations to safeguard children and adults together with preventing slavery and human trafficking and will do all in its power to prevent slavery and human trafficking within its business. Modern slavery can take many forms including the trafficking of people, forced labour, servitude and slavery.

Safeguarding is everyone's business and all Denbighshire Leisure employees are required to work in accordance with the organisation's Child / Adult Safeguarding policies and procedures and have a duty to report any concerns which may be noted during the course of their duties and are asked to be alert to the signs of exploitation. Concerns should be raised via their Designated Safeguarding Manager in order that the organisation can take prompt action when exploitation is identified.



# Person Specification

The Person Specification sets out the skills, knowledge and experience that are considered to be necessary to carry out the duties of the post effectively. It will be used in the short-listing and interview process for this post. You should demonstrate on your application form how you meet these criteria as you will only be shortlisted if you meet all of the essential criteria (and desirable criteria where applicable).

Post title: Fitness Instructor

Service Area : Llangollen Leisure Centre, Denbighshire Leisure Ltd

Grade: 3

## Education & Qualifications

- Level 2 Fitness qualification
- Possess or working towards Level 3 Personal Training (desirable)
- National Pool Lifeguard qualification (desirable)

## Relevant Experience

- Experience of working in the leisure-related field
- Experience of dealing with customers in a service environment

## Job-related knowledge and skills

- Ability to deliver a high level of customer care
- Excellent time keeping and organisational skills
- Basic computer skills
- Good telephone manner

## Personal Qualities

- Confidence to engage directly with people and encourage and motivate them to participate in activities and events
- Strong commitment to customer service.
- Shows resistance and toughness under pressure.
- High levels of enthusiasm and drive
- Able to work on own initiative
- Empathy with the Welsh language



Thank you for your interest.

For more information please contact Gwyn Hughes, Lead Officer on [gwyn.hughes@denbighshireleisure.co.uk](mailto:gwyn.hughes@denbighshireleisure.co.uk) or call 01824 712707



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