



**Job Pack**

**Fitness**

**Instructor**

# Chief Executive's Introduction

**Dear applicant,**

I am delighted that you are interested in applying for the role of Fitness Instructor at Students' Union UCL and I am pleased to be able to provide you with further details about the role.

Students' Union UCL is an inspiring organisation that is committed to providing a fantastic experience to the 48,000+ students at UCL. We aim to give students a transformative experience whilst studying at the University, supporting them to navigate the challenges of university life and empowering them to be exceptional leaders in their future lives and careers.

We're at an important part of our history, after a period of significant growth and renewal. We have an exciting vision to become one of the best student organisations in the world. In recent years, we have:

- Significantly increased support for our over 350 student clubs and societies, now providing the largest student activities and development programme in the UK with 20,000 active student members.
- Rejuvenated our democratic structures, including holding the largest student elections in the UK in each of the last three years.
- Been awarded Silver for Investors in People, with the Union described as a dynamic and fun place to work.
- Established one of the strongest student volunteering programmes in the UK with over 2,000 students volunteering in the local community each year.
- Expanded the work of our independent student Advice Service – supporting more vulnerable students than ever before.
- Improved the operation of our cafés, bars and gym to provide a higher quality of service and greater profitability to fund student services.
- Securing a multi-million-pound investment to enhance co- and extra-curricular activities as part of UCL's new Student Life Strategy.

You can read about our work over the past year here: [Impact Report 2022](#).

We hope you will be interested in joining us and supporting the next phase of our exciting growth and development.

Best wishes,

**John Dubber**  
Chief Executive



# About the Students' Union

Students' Union UCL is an organisation that exists to make more happen. We are the representative body for University College London's (UCL) students, one of the most diverse student communities in the world. UCL students have the potential to do anything, and the Union plays an essential role in helping them to achieve things they may have never thought possible. As a charity we employ over 90 career staff and deliver a wide range of services and representative functions for students. We work in partnership with UCL towards a fantastic experience for all of our 48,000 students and to ensure that university life enables them to develop the skills, experience and confidence to become the leaders of the future.

Our vision is of an outstanding experience for all UCL students and to be one of the best students' unions in the UK and the world.

## Our Services

Students' Union UCL is one of the largest student organisations in the UK. It is a charity with over 48,000 student members. It employs around 300 staff and has an annual turnover of more than £10.5m.

It provides a wide range of services including:

- Providing an extensive extracurricular activities programme, with over 350 clubs and societies – with 20,000 members – including all sport, music and performing arts provision at UCL.
- Major events to build student communities and celebrate the culture of student groups across the university.
- One of the largest student volunteering services in the UK, with 2,000 students contributing over 60,000 volunteering hours each year to projects across London.
- Six cafés, four bars, one merchandise shop, a gym, and two convenience stores.
- Support to over 2,000 elected student representatives across all university departments.
- An Advice Service supporting students to deal with housing, financial, academic, and employment issues.
- Fitness centre and 100-acre sportsground.
- Student media and radio station.
- Support to student representation, networks and campaigning groups.
- Student Job Shop.



# Job Description

Job Title: **Fitness Instructor**

Reports to: **Fitness Centre Manager**

Grade: **4**

## Purpose of the Job

The Sport and Physical Activity team exists to provide the UCL community with a diverse range of opportunities to take part in sport and physical activity. From running TeamUCL; a sporting community of 74 clubs providing playing opportunities from beginners through to elite athletes, to delivering Project Active, our award-winning participation programme providing beginner-friendly, no-commitment activity in an accessible and welcoming environment.

Fitness Instructors are responsible for creating a safe and welcoming environment, ensuring all members have an excellent user experience. They are the main point of contact in the gym, advising and motivating members.

Due to the nature of work, this post will require manual handling duties including bending, stretching, and lifting and you will be required to do shift work in the evening and over the weekend.

The operation of Bloomsbury Fitness, our on-campus gym and fitness centre, is a central to achieving our aims of

- Embedding a university-wide culture of sport and physical activity
- Improving wellbeing through creating a physically active university community
- Supporting our students to reach their sporting potential
- To be recognised as the best sporting University in London

## Duties and Responsibilities

### Instruction and Supervision

- Carry out member inductions ensuring all members feel welcomed into the space
- Assist with writing basic training programmes, ensuring they are specific to the needs of the individual.
- Actively engage and coach members on the gym floor
- Supervise the gym floor and instruct members on correct techniques to ensure they have an excellent user experience and are performing all exercise movements safely.
- Ensure gym users adhere to all gym regulations, including the women-only hours, quiet hours, and silent training sessions when applicable.

*Continued overleaf*

- Support the Fitness Centre Manager to design and deliver fitness challenges, events and group exercise classes that cater to our diverse membership.
- Deliver group exercise classes whilst on shift and provide cover when appropriate.
- Ensure classes are an accurate representation of the class descriptions and make modifications where necessary to include all participants.
- Assist with the coordination of the class timetable, to ensure we provide a diverse and engaging offer.

### **Equipment and Facilities**

- Open and close the Fitness Centre in accordance with operating procedures, and ensure the facility and equipment adheres to Health and Safety guidelines.
- Monitor occupancy ensuring the Fitness Centre does not exceed capacity.
- Carry out basic fitness equipment maintenance, record the completion of maintenance tasks and report any areas of concern to the Fitness Centre Manager.
- Assist with setting up and setting down activities in the studio and multi-purpose room.
- Carry out the cleaning of fitness equipment to a high standard and monitor the cleaning within the Fitness Centre, providing guidance to the cleaning team when required.
- When required, staff the reception area providing an exemplary level of customer service.
- When required carry out bookings and membership transactions.
- Assist with ordering equipment.
- Assist with regular stocktakes.

### **Health and Safety**

- Adhere to the Normal Operating Procedures and Emergency Operating Procedures and all relevant Health and Safety Legislation.
- Ensure the gym floor is kept tidy and hazard free at all times.
- Frequently inspect all areas of the facility, reporting any health and safety issues or taking immediate action to rectify them if appropriate.
- Ensure compliance with Fire Regulations and assume the role of a fire marshal in the event of an evacuation.
- Coordinate the safe handling of any incidents or accidents that occur on-site, ensuring an incident report is submitted on completion.

### **General Duties**

- To act as a departmental first aider and fire marshal
- To actively follow and promote UCL Equal Opportunities and Diversity policies.
- To maintain an awareness and observation of fire and Health and Safety Law and Regulations.
- To commit to reducing the Union's environmental impact and promote environmental and ethical good practice in line with the Union policy.
- To attend appropriate meetings as and when required by the Union.
- To carry out any other duties commensurate with the grade and purpose of the post.
- The post holder is required to be flexible in their hours of work as the position entails attendance during early mornings, evenings and weekends.

*Note: This job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder.*

# Person Specification

	Essential	Desirable	Tested at Interview	Tested at Application
<b>Qualifications</b>				
CIMSPA endorsed Level 2 gym qualification	X			X
First Aid qualification	X			X
Studio Instructor qualification/s		X	X	X
CIMSPA endorsed Personal Trainer qualification		X	X	X
<b>Experience</b>				
Previous experience working in a gym	X		X	X
Experience of working with legend management software		X	X	X
Experience working within High Education		X	X	X
<b>Knowledge</b>				
Proficiency with typical office software packages	X		X	X
A sound knowledge of the UK health and fitness sector	X		X	X
Knowledge of university sport, and the wider HE sport and physical activity landscape		X	X	X
<b>Skills</b>				
Excellent customer service skills	X		X	X
Excellent exercise teaching and demonstration skills	X		X	X
The ability to work to a high standard independently or as part of a team	X		X	X
Good verbal and written communication skills	X		X	X
Excellent observational skills	X		X	X
The ability to work early mornings, evenings and weekends	X		X	X

*Continued overleaf*

## Person Specification CONT.

	Essential	Desirable	Tested at Interview	Tested at Application
<b>Values, attitudes and personal style</b>				
An enthusiastic, resilient personality with a can-do attitude	X		X	X
Evidence of commitment to continuing personal and professional development	X		X	X
A leader on equality of opportunity who values diversity and removes barriers to equality	X		X	X
Commitment to working in a democratic and student led environment	X		X	X
Flexibility and an adaptable approach to work	X		X	X
Dedicated to achieving a sustainable Union	X		X	X



## Our Vision

**An outstanding experience for all UCL students and to be one of the best students' unions in the UK and the world.**

## Our Mission

We build a vibrant and empowered student community with real influence in UCL and beyond, that enables students to enjoy their time at university; pursue their interests and passions; see the world in new ways; and develop the skills and experience to change the world for the better.

## Our Team

Our biggest resource as a Union is our dedicated staff team, who deliver a range of services, such as providing advice, securing volunteering opportunities, supporting our clubs and societies and running our cafes, bars, shops and gym. We also have a number of staff delivering professional functions such as HR, finance, communications, and systems support.

## Our Strategic Themes

**Our Vision and Mission will be achieved through delivering four strategic themes:**

**Effective Influence**

**Amazing Experience**

**Vibrant & Inclusive Community**

**Excellent Union**

Read our current strategic plan at [studentsunionucl.org/about-us](https://studentsunionucl.org/about-us)

# Our Values

## Community Building

- We aim to build a strong sense of community for all our students
- We want students to feel they belong and feel pride in being UCL students
- We support and encourage our diverse student communities to grow and succeed

## Empowering

- We support and empower our students to develop their skills and confidence to change to the world for the better
- We help students to pursue their passions, discover new interests, and do more than they thought possible
- We provide support when students need it, helping them to access information, advice and support that enables them to overcome barriers and achieve their potential.

## Inclusive

- We are a diverse and vibrant community with many different opinions, viewpoints, needs and experiences
- We value every member of our community and always try to ensure that our services enable everyone to participate in our activities and play a full role in student life
- We believe that everyone has a right to express their views and to be listened to and respected as a member of our community

## Fun

- We want to make university life fun, distinctive and memorable
- We want all our students to enjoy their time at UCL and are committed to doing all we can to achieve that
- We embrace a positive, fun and inspiring working culture for our staff and officers

## Democratic

- We believe in representative democracy and work to empower and support our elected officers to help them to be effective leaders of the Students' Union and ambassadors for our members
- We cherish our democratic structures and want as many students participating in them as possible
- We recognise that not everyone will always agree, so we encourage our officers to listen to a broad range of student viewpoints and seek to ensure that they consider the breadth of student opinion before taking important decisions.

## Bold

- We are innovative and ambitious
- We want to be one of the best student organisations anywhere in the world
- Bold thinking is part of our DNA. We are part of a diverse, exciting city and a radical university which has welcomed imaginative thinkers and entrepreneurs

## Sustainable

- We want to be the most sustainable students' union in the UK
- We want to minimise our environmental footprint in every way possible
- We want to hand the Union on to the next generation of student leaders and staff in better shape than we found it, protecting its assets and services for the future

# Our Officers

Each year we ask UCL students to choose 6 full-time Sabbatical Officers, who are elected by cross campus ballot, and serve as leaders of Students' Union UCL during their term of office. They are elected with a democratic mandate and have the goal of making positive change at the Union, UCL and beyond. In this role they serve as members of our Board of Trustees and work in partnerships with our Senior Management Team to represent students to the university and provide leadership to the Union's work.

We believe that becoming a full-time officer is one of the most impactful ways of making change happen. Officers work full-time on a special area that's important to them and represent students as members of our Board of Trustees and as members of senior university committees. They have support of full-time staff at the Union to ensure that they provide democratic leadership to our organisation. We also hold elections for a wide range of part-time voluntary roles.



# Salary and Benefits

The salary range is £26,397 - £27,862 including London Allowance per annum.

The annual leave entitlement is 27 days plus 8 Bank Holidays plus 6 closure days.

Amongst the many benefits, there is enhanced pay for maternity, adoption and paternity. We also facilitate flexible working to ensure greater work life balance. These roles qualify for a generous defined benefits pension scheme with an employer contribution of 19%.

Further details about the benefits are available via the link: [ucl.ac.uk/human-resources/working-ucl](https://ucl.ac.uk/human-resources/working-ucl)

If you have any queries or would like to have a discussion about the role please contact: Jordan Halliday, Fitness Centre Manager, at [j.halliday@ucl.ac.uk](mailto:j.halliday@ucl.ac.uk)



**INVESTORS IN PEOPLE™**  
We invest in people Silver

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