YMCA
NORTH TYNESIDE

Gym Instructor
Job Description

Job Title:	Gym Instructor
Contract Type:	Part Time
Hourly rate of pay:	£13.45
Hours of work per week:	22 Hours
Responsible to:	Gym Manager
Location:	YMCA North Tyneside

Organisational Context:

YMCA North Tyneside is a Voluntary Sector Organisation undertaking youth and community programme work in areas of North Tyneside, South Tyneside, and Teesdale. We are part of the worldwide YMCA movement, which started in London in 1844 has grown to become the world's largest and oldest youth movement. Now, more than 175 years later, YMCA is operating in 119 countries, with 64 million people reached annually around the world. Guided by our Christian values, we believe everyone has potential, and we serve our communities so that all can hope, belong, contribute and thrive.

Job Purpose:

To support and motivate members in achieving their health and fitness goals through professional exercise instruction, fitness assessments, and personalised training programmes. To maintain a safe, clean, and positive fitness environment, ensuring all equipment is used correctly and health and safety standards are upheld at all times. To assist in all operations within the gym on a daily basis, ensuring high standards with a customer-focused approach.

Main Duties & Responsibilities:

1. Supervising the Gym Floor

- Monitor members while they exercise.
- Ensure equipment is used safely and correctly.
- Maintain a safe training environment and follow health and safety procedures.

2. Providing Exercise Guidance

- Demonstrate correct exercise techniques.
- Offer advice on workouts, fitness goals, and exercise programmes.

- Adapt exercises to suit different fitness levels and abilities.

3. Conducting Fitness Assessments

- Assess clients' fitness levels and health needs.
- Discuss goals such as weight loss, strength improvement, or general fitness.
- Record and monitor client progress.

4. Creating Exercise Programmes

- Design personalised workout plans.
- Review and update programmes as clients progress.
- Help members achieve their fitness objectives safely and effectively.

5. Motivating and Supporting Clients

- Encourage members to stay committed to their fitness goals.
- Provide positive feedback and ongoing support.
- Build good relationships with clients to improve retention and satisfaction.

6. Maintaining Equipment and Facilities

- Inspect equipment for faults or damage.
- Report maintenance issues promptly.
- Ensure equipment is clean, tidy, and ready for use.
- Conduct daily cleans and deep cleans of equipment as needed.

7. Delivering Excellent Customer Service

- Welcome new and existing members.
- Answer questions about facilities, memberships, and services.
- Handle customer concerns professionally.

8. Promoting Health and Wellbeing

- Educate clients on healthy lifestyle habits.
- Provide basic advice on exercise and physical activity.
- Refer clients to qualified specialists when necessary.

9. Administrative Duties

- Keep client records up to date.
- Complete incident and accident reports when required.
- Follow organisational SOPs, policies and procedures.

10. Emergency Response

- Hold relevant first aid qualifications where required.
- Respond appropriately to accidents, injuries, or emergencies.
- Follow emergency action plans and safeguarding procedures.

Health and Safety/Risk Management:

- Champion the highest standards of customer care are maintained and any improvements identified and resolved.
- Maintain a high presence on the gym floor, interacting and assisting members with their needs
- Actively support and communicate social and educational programmes to members. Communicate and participate in fundraising and promotional events as requested
- Knowledge and understanding of membership products and membership software.
- Assist in or conduct prospective members' tours as required and sign up members on our membership software.
- Induct new members (as required) on the equipment and all under 18's.

Facilities and Health & Safety:

- Ensure equipment is maintained and in good working order at all times, ensuring any faults are recorded and reported immediately
- Clean and maintain equipment throughout the gym/studio areas
- Set up equipment/rooms as and when needed

Safeguarding Children & Adults:

- Adhere to the organisations Safeguarding policy
- Report any concerns to the Organisation's Designated Safeguarding Lead
- Professional boundaries must be adhered to at all times

General:

- Attend all relevant training and development programmes
- Adhere to all organisation policies and procedures
- Understanding and working towards Personal and Business Objectives.
- Undertake any other reasonable duties as requested by the Line Manager

General:

It is in the nature of the work at YMCA North Tyneside that tasks and responsibilities are in many circumstances unpredictable and varied, therefore, this job description is not an exhaustive list of duties and responsibilities but is intended to reflect a range of duties the post-holder will perform in line with their remuneration. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

This post requires proof of right to work in the UK, satisfactory references and a satisfactory enhanced DBS Disclosure (the cost of which will be met by the employer).

Equal Opportunities:

YMCA North Tyneside is committed to eliminating discrimination and encouraging diversity amongst the workforce. We aim to be an equal opportunities employer and we are determined

to ensure no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Person Specification			
No.	Essential	Desirable	Assessed by
Education/Qualifications			
Level 2 Certificate in Gym Instructing (or equivalent)	x		CV / Application
Level 3 Personal Training Qualification		x	CV / Application
GCSE Mathematics /or Functional Skills Mathematics – Level 2		x	CV / Application
GCSE English /or Functional Skills English – Level 2		x	CV / Application
Experience			
1 year minimum gym experience -One year of experience as a Gym Instructor, supporting members with fitness programmes, exercise instruction, and gym floor supervision. Skilled in promoting health and safety, delivering excellent customer service, and motivating individuals to achieve their fitness goals.		x	CV / Interview
Skills & Abilities			
Strong knowledge of fitness and exercise principles - You possess a foundation of fitness expertise and use that knowledge to empower others. You can break down complex exercise principles into clear, accessible guidance.	x		
Health and Safety Awareness - You will proactively maintain a clean, secure, and supportive environment, ensuring equipment is used correctly so that our members can focus entirely on their holistic growth and well-being.	x		CV / Interview
Problem-Solving Skills - When challenges arise—whether a member is finding an exercise difficult or a piece of equipment needs a quick fix—you will step in with patience, optimism, and a forward-thinking mindset.		x	Interview
Organisation and Time Management - We rely on a smooth and reliable gym environment. You'll balance gym floor interactions, structured fitness classes, and	x		Interview

essential daily checklists. Being organised means our members always find a punctual, prepared, and welcoming space whenever they choose to visit us.			
Customer Service Skills - For us, customer service is all about dedicating ourselves to serving with love. You'll ensure that every single interaction leaves our customers feeling valued, connected, and uplifted.		x	CV / Interview
General IT Skills - You will comfortably use our digital systems to manage member bookings, update fitness programmes, and keep clear records.		x	CV
Personal Skills & Abilities			
Motivation and Coaching - As a coach, you are a wise and encouraging mentor who meets people exactly where they are on their journey. You will use positive reinforcement to build confidence, celebrate every milestone, and inspire.	x		Interview
Teamwork - You will be an integral part of a supportive, positive team that treats everyone with respect. By sharing ideas, helping out your colleagues, and valuing each person's unique contribution, you help create an inclusive, thriving environment where both our staff and our community can flourish together.	x		Interview
Observation and Attention to Detail - You will maintain a watchful eye over the gym floor, subtly noticing when a member might need extra support or a friendly word of encouragement. Your proactive attention ensures our space remains safe, immaculate, and genuinely supportive for everyone.		x	Interview
Professionalism - You will bring a grounded, authentic, and reliable presence to the role, communicating transparently and respecting every individual.	x		Interview
Communication Skills - an approachable, empathetic, and conversational communicator who listens without judgment. Whether you are guiding a beginner through their very first workout, chatting with an older adult, or sharing a positive story of progress.	x		Interview