



### Job Description

<b>Job Title:</b>	MADE Health & Wellbeing Instructor
<b>Accountable To:</b>	MADE Centre Manager
<b>Location:</b>	MADE Wellness Centre, Moddershall Oaks

### Our Vision... Our purpose & reason for existence

Creating a happier, healthier everyday life through discovery, encouragement & positivity.

### VALUES.... who we are & how we benefit you

Happiness...as a choice

Vibrant..... colourful energy

Healthy.....redefined

Inspiring.... a greater you

Optimistic...positive belief

Attainable...Anything is possible

### Uniqueness...why are we unique, good at what we do & why that matters to you

The MADE brand redefines healthy eating. The inspiring team of MADE ambassadors will encourage our customers to embrace their healthier choices.

### Growth Potential.... Strategic intent, stretch goals, future aspirations

To build an established brand and loyal following.

Create a tangible business model for a multi-site roll out in affluent locations outside of London.

### About MADE...

The concept of MADE is to 'create a happier, healthier everyday life through discovery, encouragement & positivity'. Redefining healthy, we are building an inspiring team of MADE ambassadors who will encourage our customers to embrace healthier choices. We will showcase a range of delicious treats that really are good for you, before adding fitness, wellbeing, lifestyle and education to the brand. Watch us grow... [www.welcometomade.com](http://www.welcometomade.com)



## **Job Purpose**

The Health & Wellbeing Instructor will be an ambassador of healthy eating, promoter of healthy mind, body & soul by exercising, eating well, and embracing healthier life choices. They will assist with all elements of fitness, sales, café, and general health and wellbeing duties to ensure that guests are satisfied with their experience at MADE.

## **Principal Accountabilities:**

1. Maintain excellent understanding and product knowledge of MADE and deliver a 5 star first-class service throughout the Wellness Centre.
2. Be a positive ambassador for the MADE brand, communicating with members and developing relationships which will improve member retention.
3. Ensure all members scan their barcodes on arrival and non-members complete PAR-Qs and are manually checked in.
4. Plan all classes including music playlists, ensuring they can be adapted for people with varying abilities and health conditions.
5. Instruct classes and carry out any necessary procedures, such as recording attendance and following up on no shows.
6. Conduct tours of the facilities, selling memberships, signing new members up and taking payments.
7. Complete gym inductions and help members with programmes and progression to help them achieve their goals.
8. Conduct 3D body scans and consultations.
9. Answer telephone calls and respond to enquiries on email and social media.
10. Actively promote your classes as well as memberships and Wellness Centre events.
11. Assist in the marketing of MADE by taking and sharing relevant images and videos that can be used to create exciting content.
12. Responsible for the cleanliness of the Wellness Centre, ensuring that all areas are tidy and clean and that all daily and weekly cleaning tasks are completed.
13. Take part in the planning and execution of Wellness Centre events from outdoor bootcamps and open days, to yoga retreats and brunches.
14. Assist the café team with preparing and serving food and beverages to guests when necessary.
15. Promote and sell grab and go items, as well as retail from the shop.
16. Assist the café team with maintaining the cleanliness of the café ensuring the highest of standards at all times and maintaining a 5-star hygiene rating.
17. Carry out opening & closing procedures, ensuring security of the property, retail & equipment.
18. Report any maintenance issues, endeavouring to minimise any guest disruption.
19. Ensure a safe working environment, filling in accident report forms if and when necessary.
20. Participate in any relevant internal or external training as required.
21. Keep the Centre Manager fully informed of all issues (i.e. problems, unusual matters of significance and positive events) and take action to prevent or remedy issues, as well as making suggestions for improvement.
22. Undertake any other duties that may be required by the business, or according to your capabilities for example treatments.



**Person Specification**

<b>Job Title: MADE Health &amp; Wellbeing Instructor</b>		
<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Method of Identification</b>
<b>Qualifications</b> Level 2 Diploma in Fitness Instructing Level 3 Diploma in Personal Training Indoor Cycling Certificate Yoga or Pilates Certificate Exercise to music Certificate	Essential Desirable Desirable Desirable Desirable	Application Application Application Application Application
<b>Proven Experience</b> Experience of teaching fitness classes Experience of giving gym inductions and creating client programmes Experience of selling memberships Experience of personal training	Essential Essential  Desirable Desirable	Application Application/interview  Application/interview Application
<b>Knowledge, Skills and Abilities</b> Outstanding customer service skills Knowledge of sales and marketing techniques Knowledge of health and safety regulations Time management and ability to multi-task Excellent verbal communication skills Self-motivated and able to work on own initiative Displays an enthusiastic and welcoming approach Willing to go the extra mile to help achieve MADE's vision	Essential Desirable Essential Essential Essential Essential Essential Essential	Interview Interview Interview Interview Interview Interview Interview Interview
<b>Other Attributes</b> Able to work effectively in line with MADE core values Flexibility to work to the changing needs of the business Able to organise own transport to and from work	Essential Essential Essential	Interview Interview Interview

**NB: This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, MADE may affect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.**

**I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.**

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_