



JOB DESCRIPTION

Job Title	Active Wellbeing Coach
Job Family	Active Wellbeing
Accountable For	N/A
Reporting To	Duty Manager / General Manager
Main Contacts	Customers, Duty Managers, Programme Leads, Active Wellbeing Assistants, Centre Teams
Salary	£12.71/hr, 25 hours
Location	MyActive Leek
Agile	Site based
Car Driver	No
Essential Car User	No

MAIN AIMS

- To deliver safe, effective, and customer-focused health, fitness, and wellbeing programmes
- To support members, referral participants, and the wider community to improve health outcomes, motivation, and sustained participation.
- As part of our One Team approach, deliver outstanding customer-focused experiences which promote the benefits of movement and physical activity in maintaining positive health and wellbeing and in tackling health inequity.
- To collaborate proactively with customers, colleagues, and partners, enabling us to be the service provider of choice for the local community's health and wellbeing needs.
- To play a key role in delivering MyActive's core purpose with an unwavering commitment to our shared organisational values and agreed behaviours.



KEY RESPONSIBILITIES

Health, Fitness and Wellbeing Delivery

- Deliver high-quality gym inductions, fitness assessments, personal programmes, and lifestyle support.
- Support referral and health programmes (e.g. GP referral, weight management, cardiac rehab) through tailored exercise and wellbeing interventions.
- Provide motivation, guidance, and coaching on physical activity, wellbeing, and healthy lifestyle choices.
- Communicate all instructions and guidance using clear, simple language.
- Evaluate performance, providing clear feedback, which balances constructive criticism with positivity and motivation.
- Ensure all activity is safe, inclusive, and adapted to customer needs.

Facility and Equipment Management

- Maintain gym, studio, and wellbeing areas to high standards of cleanliness, presentation, and safety.
- Ensure equipment is maintained, reporting faults and risks promptly.
- Support daily operational checks in line with health and safety procedures.
- Report maintenance issues and hazards promptly.

Customer Engagement and Support

- Build strong relationships with customers, encouraging participation and retention.
- Respond to customer queries and provide professional advice.
- Contribute to wider engagement activities and campaigns promoting health and wellbeing.
- Work flexibly across sites to support the delivery of programmes and classes.

Teamwork and Development

- Work collaboratively with colleagues across operations, fitness, and health teams.
- Support training and mentoring of new staff and apprentices.
- Maintain own professional development, keeping up to date with fitness and wellbeing trends.



General

- Be an ambassador for MyActive and maintain a professional approach at all times
- At all times act in accordance with MyActive Safeguarding Children and Adults at Risk policies and procedures
- To build the MyActive Code of Conduct and values into everyday work and activities on a personal, team and organisational level, regularly referencing Our Code of Conduct to inform and inspire
- To be supportive and a good team player, supporting others where you can, and actively participating in team meetings, events and the induction and training of new team members
- Create and maintain good working relationships with all MyActive colleagues
- To promote and support diversity and inclusion in all activities
- To be aware of and act in accordance with the MyActive environmental sustainability plans and approach at all times
- To be aware of and act in accordance with MyActive policies and procedures at all times
- Ensure that appropriate standards of Health and Safety provision are in place and implemented to ensure the safety of staff, visitors and the general public
- A recognised GP Referral qualification is essential for this role.

The above is not exhaustive, and the post holder may at any time be asked to undertake any other duties reasonably required.

To undertake this role, the post holder will be required to hold an enhanced disclosure from the Disclosure and Barring Service. Where a valid DBS is not currently held ALL will undertake this check before an individual commences in post.



PERSON SPECIFICATION

Active Wellbeing Coach

Essential	Assess by
Knowledge and Qualifications	
• Good general education to GCSE level or equivalent. • First Aid at Work qualification or willingness to complete within the first six months of appointment. • A recognised GP Referral qualification is essential for this role. • Level 2 Gym Instructor qualification. • Awareness of current Safeguarding Legislation and Procedures with willingness to be trained to at least Level 1. • IT literacy with the ability to use Microsoft Office and booking systems.	Application Form/Interview/Test/Certificates
Experience	
• Experience delivering exercise and wellbeing programmes in a leisure, health, or community setting. • Experience supporting customers with a range of health needs and/or barriers to activity. • Experience providing excellent customer service and motivating participation.	Application Form/Interview
Skills and competencies	
• Strong interpersonal and motivational skills. • Ability to adapt sessions to meet varied customer needs. • Empathy, patience, and a supportive coaching style. • Good communication skills with the ability to deal effectively with people at all levels • Good organisational skills with the ability to prioritise and to manage and meet deadlines.	Application Form/Interview

MyActive is a trading name of ALL
Company number 15601201

MyActive

• The ability to develop and maintain working relationships with colleagues, partners and stakeholders • Ability to exercise confidentiality, discretion and sensitivity at all times. • Ability to represent MyActive as appropriate, both locally and nationally , acting as an ambassador for MyActive and maintaining a professional approach at all times.	
Additional Attributes	
• Flexible to work shifts, evenings, and weekends. • A commitment to supporting the benefits of maintaining good health and wellbeing through sport, physical activity and movement • A proven track record of promoting and supporting diversity and inclusion. • The aptitude to carry out all activities supporting and championing our culture and values. • A commitment to continual professional development.	Application Form/Interview

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