

Gym Instructor

JOB DESCRIPTION

Job title: Gym Instructor
Salary: £27,482 per annum
Hours: 35 hours per week, 9am-5pm, Monday to Friday
Contract: Permanent - subject to our standard six-month probationary period
Location: Wandsworth (this is not a remote role)
Reports to: Day Centre Team Leader

Context:

Age UK Wandsworth is a local, independent charity that works to promote the wellbeing of all older people in the London Borough of Wandsworth. We offer a variety of services with the goal of helping older people to age well in Wandsworth. Our charity is consistently growing and our next step is to open a specialist Gym for older people, people with disabilities, people with dementia and people with chronic health conditions. This brand-new role will suit someone who is professional, customer-focused, energetic and passionate about exercise being inclusive.

Main Responsibilities:

1. Lead, manage, and deliver a safe, welcoming, and inclusive gym environment specifically designed for older adults, people with disabilities, people with dementia and people with chronic health conditions.
2. Design carefully tailored, inclusive exercise programmes.
3. Support gym members to build self-confidence and meet their personal goals.
4. Ensure the gym operates to the highest standards of accessibility, safety, and customer care.

General duties:

1. Inclusive Fitness Delivery

- Design tailored exercise programmes with and for older adults, people with disabilities, people with dementia and people with chronic health conditions.
- Provide 1:1 support, small-group sessions, and supervised gym time.
- Adapt exercises using specialist equipment, mobility aids, and safe alternatives.
- Monitor progress and adjust programmes to meet individual needs.

2. Gym Operations & Safety

- Ensure safe operation of all equipment and machines.
- Complete daily checks, risk assessments, and incident reporting.
- Maintain a clean, welcoming, and inclusive environment.
- Oversee membership processes, inductions, customer reviews and health screening.

3. Customer Support & Engagement

- Provide a warm, respectful, and empowering experience for all members.
- Support people with low confidence or anxiety to feel comfortable in the gym.
- Build strong relationships with staff, carers, families, and support workers.

- Encourage social connection and reduce isolation through group activities and exercise challenges.

4. Partnerships & Community Engagement

- Work with physiotherapists, social prescribers, GPs, and community groups.
- Promote the gym by giving tours of the gym.
- Support outreach events and taster sessions.

5. Administration & Reporting

- Maintain accurate records of attendance, health information, and outcomes on the charity's database.
- Contribute to monitoring reports.
- Support budgeting for equipment, maintenance, and programme development.

6. Marketing and Social Media

- Work with other staff in the charity to create content for marketing materials and social media to publicise the gym.
- Liaise with and work closely with other teams and members at our Day Centre in our Head Office to promote the gym and opportunities available to local residents.

7. Professional Development

- Work within all of Age UK Wandsworth's policies and procedures, ensuring these are carried out in relation to the role. Data and confidentiality will be a key part of this role.
- Take responsibility for developing own knowledge in all areas within the organisation and participate in any training opportunities available.
- Attend staff meetings and actively participate and constructively respond to regular supervision, feedback and training.
- Any other tasks that may be relevant to the role or required to support the smooth running of the Day Centre, within which the gym is situated.

This job description will be reviewed on a regular basis and may be subject to change, particularly as the needs of the service and clients change.

All staff at Age UK Wandsworth are required to undergo DBS checks and to regularly participate in safeguarding training.

Person Specification

Essential:

1. Gym Instructor certification or an equivalent qualification.
2. Knowledge and understanding of age-related health conditions (arthritis, osteoporosis, balance issues, cardiac conditions) and how they can be supported or exacerbated by exercise
3. Knowledge of disability-inclusive practice and reasonable adjustments. Creative problem-solver who can adapt exercises on the spot.
4. Ability to adapt exercises safely for different abilities.
5. Strong communication skills - patient, encouraging, and clear.
6. Ability to motivate people with low confidence or limited mobility.
7. Must be self-reflective and able to receive feedback calmly and objectively and then adjust work as necessary.
8. A friendly, open personality with the capacity to be flexible, manage change, and proactively use initiative when faced with challenges encountered in a very busy environment.
9. Experience working with and managing a space for older adults in fitness, health, or community settings.
10. Strong IT skills and verbal communication skills are essential for this role as the postholder must be able to develop and maintain accurate customer records.

Desirable:

1. First Aid and CPR certification (or willingness to obtain).
2. Experience of supporting and/or working with older people, people with disabilities and people with dementia is desirable, but you will receive plenty of training in this area.
3. Specialist training in older adults or disability fitness.
4. Experience in physiotherapy support, rehabilitation, or occupational therapy.
5. Knowledge and understanding of safeguarding adults.
6. Experience working in a charity or community organisation.
7. Experience delivering group classes (chair-based exercise, balance training, strength & conditioning).
8. Knowledge and understanding of data protection practices.