



Receptionist/ Fitness Instructor

21.5 hours per week

Permanent Contract

Starting Salary £14,884 actual

(EHCC B Grade – FTE £25,615)

An exciting opportunity has arisen for a Receptionist/ Fitness Instructor at Yateley's Health and Fitness, based on the Yateley School Campus.

Our facility encompasses Gym, Swimming and Classes and is open 7 days a week.



Yateleys Health and Fitness, School Lane, Yateley, Hampshire. GU46 6NW

Tel 01252 746 962

www.yateleys.com

Candidate Information Pack

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Please do visit our website for more information

www.yateleys.com



Yateleys Health and Fitness
School Lane
Yateley
Hampshire
GU46 6NW
reception@yateleys.com
www.yateleys.com
01252 746 962



Dear Applicant,

Thank you for your interest in joining Yateley Health and Fitness. If you're seeking a role within a welcoming, community-focused gym that values both its members and its team, we'd be delighted to hear from you.

This pack is designed to give you an overview of the role and our facilities, and to help you decide whether this opportunity is right for you. If you would like further information, have any questions, or wish to arrange a visit, please don't hesitate to get in touch by phone or email.

We are committed to ensuring equality of opportunity for all applicants. If you have any particular requirements or adjustments that would support you during the selection process, please let us know and we will be happy to accommodate them.

Finally, I would like to wish you the very best with your application. Whether or not you are successful on this occasion, I hope you find every success in your future career.

Yours sincerely,

Helen Buck
Gym Manager



Advert – Yateleys Health and Fitness

Job Title:	Receptionist/Fitness Instructor
Salary:	£14,884 actual (EHCC Grade B – FTE £25,615)
Hours of Work:	21.5 hours per week / 52 weeks per year
Contract:	Permanent – start date negotiable

We have an exciting opportunity for a friendly, motivated and enthusiastic Receptionist/Fitness Instructor to join our team at Yateley Health and Fitness.

This varied and rewarding role combines excellent customer service with supporting the day-to-day operation of a busy health and fitness facility. As the first point of contact for members, visitors and facility hirers, you will create a welcoming and professional environment while helping people make the most of our facilities and services.

Working across reception, the gym, fitness classes and swimming pool areas, you will:

- Deliver outstanding customer service in person, by telephone and via email.
- Provide gym inductions and member support (where qualified).
- Assist with the delivery of fitness classes and activities.
- Monitor, maintain and report equipment issues.
- Carry out pool testing and support health and safety procedures.
- Replenish stock and assist with deliveries.
- Set up rooms and equipment for classes, events and facility hirers.
- Help maintain a clean, safe and well-presented environment throughout the centre.

This is a hands-on, active role that requires flexibility, good organisational skills and the ability to work confidently in a busy environment. You will be part of a supportive team that plays an important role in helping our community achieve their health and wellbeing goals.

We are looking for someone with a friendly, approachable manner, strong organisational skills, and a genuine passion for health and fitness. A Level 2 Fitness Instructor qualification (or willingness to train) is essential, and further training will be provided as part of the role.

Typical shifts include:

- Early 6am -2pm
- Late 2pm-10pm
- Evening 5-10pm
- Weekends 7.30am - 2pm, 2pm -8pm

Current vacancies include:

- Monday (Late)
- Thursday (Early)
- Friday (Early and Evening)
- Saturday (Afternoon/Evening)

Exact shift patterns will be discussed with the successful candidate; however, applicants should ensure they are able to work these shifts before applying.

Join us and help create a welcoming, safe and inspiring environment where people of all ages can enjoy being active and improving their wellbeing.



If you're unable to commit to a permanent role but are interested in casual work, we would still encourage you to apply. Please complete the same application form and clearly state that you wish to be considered for our casual staff pool.

Application procedure

Interested applicants should complete the application form together with the personal statement within the form, and address the job description and person specification in their application. CV's are not accepted. If you have any questions, please contact applications@yateley.hants.sch.uk

Closing date: Wednesday 7th October 2026. Early applications are welcomed, closing date could be earlier should a successful candidate be appointed.

Yateleys Health and Fitness, and Yateley School are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. All successful candidates will be subject to an Enhanced Disclosure from the Disclosure and Barring Service (DBS)



Job Description

Job Title:

Receptionist/Fitness Instructor

Job Purpose:

To deliver excellent customer services to all our members and hirers of our facility, to ensure all equipment is well maintained and that our fitness activities and pool are promoted and run effectively and safely.

Main Duties & Responsibilities

- To ensure the smooth running of the daily operation of the gym and classes.
- Provide good customer service to current members and users
- Sell memberships and services to new potential customers
- Ensure that all customer enquiries or complaints are dealt with promptly and efficiently, and relayed to Management
- Preparation of outgoing mail promotions
- Ensure Fitness instructors have lists for the classes they are teaching and the rooms that they are using are set up and ready.
- To make sure the gym supplies are stocked and replenished where necessary.
- Answering the phone and ensuring queries are answered efficiently.
- Pool testing is completed at the appropriate time and any issues raised with the relevant department.
- Induction of new members where qualified.
- To ensure any external hirers are looked after and set up any requirements prior to the bookings.
- To clean the facility daily and ensure that checks are carried out throughout the day so standards are maintained.
- To regularly check that all equipment is in full working order.

Personal development, behaviour and welfare

- To be qualified to RAMS Level 2 or equivalent or be willing to learn and undertake training.
- To undertake relevant training necessary to fulfil the role including safeguarding and PCP card training.
- To complete first aid at work training.
- To complete regular internal courses as directed by the Gym Manager



Line Management

Responsible to: Gym Manager

Liaison with: Members, Hirers, School Staff

The post holder will carry out all related duties, subject to the direction of the Gym Manager, in conformity with policies of the Gym and the pay and conditions of service that are currently in place.

This job description may be subject to review, after consultation, at the request of the Gym Manager.

Date of publication: September 2026



Person Specification

Job Title:

Receptionist/Fitness Instructor

Qualifications and Training

- REPS Level 2 (or equivalent) or be willing to learn and undertake training

Competence (knowledge, abilities, skills, experience)

- Competent in using booking systems and Microsoft Office applications
- Ability to deliver safe, effective, and engaging gym inductions
- Awareness of health and safety standards in a fitness environment
- Friendly, approachable manner with a commitment to supporting members of all ages and fitness levels.
- Understanding the importance of inclusivity and creating a welcoming atmosphere.
- Previous experience working in a leisure, gym or customer-facing environment

Personal requirements

- Excellent communication skills
- Ability to work independently or as part of a team
- Flexibility to accommodate shift work as required
- Proactive, motivated, and enthusiastic about health and fitness



Gym Information

Yateley Health and Fitness is based on the Yateley School site, next to the library, and has been part of the community for over 30 years. The facility has evolved over time, and in August 2024 it underwent a full refurbishment, with brand-new equipment and fittings throughout.

We offer a wide range of membership options to suit everyone – from Teen Fitness memberships through to concession packages – with the flexibility to choose gym-only, swim-only, class-only, or combined memberships.

In addition to memberships, we also hire out our facilities, including the swimming pool, sports hall, dance studio, and MUGA.

The centre is managed by Helen, who took on the role in 2024. Helen and the team are passionate about Yateley Health and Fitness and are committed to maintaining the welcoming, community-focused atmosphere that members value.

Our purpose is to provide accessible health and fitness opportunities for the local community. Being based on the school site also allows us to work closely with Yateley School – from PE classes using the gym during the week, to welcoming enthusiastic teen members after school. It's a privilege to support the next generation as they discover and enjoy fitness in our friendly environment.



Interested applicants should complete the application form* together with the personal statement within the form, and address the job description and person specification in their application.

Please submit completed applications to Applications@yateley.hants.sch.uk

CV's are not accepted.

Early applications are welcomed, closing could be earlier should a successful candidate be appointed.

If you have any queries regarding this vacancy or application process, please contact our HR department on 01252 879 222 or email applications@yateley.hants.sch.uk

*Applications are also accepted via E-Teach and Education Jobs websites directly; all applications will be considered equally.

Safer Recruitment

Yateleys Health and Fitness, and Yateley School are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. All successful candidates will be subject to an Enhanced Disclosure from the Disclosure and Barring Service (DBS)

Any offer of employment is therefore conditional on clearance from the above, the receipt of two satisfactory references, a satisfactory medical questionnaire, proof of qualifications, overseas checks where applicable, and proof of right to reside and work in the UK.

For the successful candidate, we can offer:

- A supportive team environment
- Continued Professional Development
- Local Government Contributory Pension Scheme
- Free on-site car parking
- Staff Wellbeing Service
- Preferential rates on Gym and Swim
- On-site Nursery facility for babies and children from 3 months to 5 years (subject to availability)

