



Vacancy: Gym Assistant

Location: Fire Strength and Fitness

Position: Gym Assistant

Reports to: Gym Manager

Purpose of the Role:

As a Gym Assistant, you'll play a vital role in supporting the day-to-day operations of Fire Strength and Fitness to promote regular member attendance and an outstanding level of member satisfaction. From keeping equipment clean and organised to delivering outstanding customer service to our members, you'll ensure our space is welcoming, friendly, safe, and running smoothly. If you're proactive, friendly, and passionate about being part of a fitness family, this is the perfect role for you.

Key Responsibilities:

1. Customer Service:

- Greet members and visitors warmly and professionally, creating a friendly, community focussed atmosphere.
- Provide excellent service and drive sales of memberships, food, drink and clothing items available.
- Answer queries regarding equipment, memberships, classes and coaching.
- Assist members with using gym equipment safely and effectively, offering basic demonstrations if required.
- Address any member complaints or concerns promptly and escalate to the Gym Manager when necessary.

2. Equipment and Facility Maintenance:

- Regularly clean and sanitise gym equipment, ensuring all areas meet hygiene standards.
- Inspect gym equipment for wear or damage, reporting issues to the appropriate team member for repair or replacement.
- Ensure weights, mats, and other equipment are organised and returned to designated storage areas and remind members politely to do the same.
- Monitor changing rooms, toilets, and other facilities to maintain cleanliness and functionality.



3. Safety and Security:

- Monitor the gym floor to ensure members are following safety guidelines and using equipment correctly.
- Be aware of emergency procedures and act quickly in response to accidents or incidents.
- Always ensure compliance with health and safety policies.

4. Administrative Support:

- Assist with membership sign-ups and maintain accurate records as needed.
- Support promotional activities such as events, challenges, or open days to engage members.
- Keep updated on gym policies and new services to provide accurate information to members in person and over the phone.

5. Additional Duties:

- Assist with setting up and clearing down of the environment for trainers.
- Offer support to trainers or other team members during busy periods.
- Contribute to fostering a positive and inclusive gym environment.

Person Specification:

The following are Qualifications, experience, skills and attributes we are looking for in candidates. Ensure to evidence how you possess these or are willing to develop them, in your application.

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| <ul style="list-style-type: none">• Prior experience in a customer-facing role, preferably in a fitness or leisure environment. | Desirable |
| <ul style="list-style-type: none">• Knowledge of gym equipment and general fitness principles. | Desirable |
| <ul style="list-style-type: none">• Basic First Aid and CPR certification (or willingness to obtain upon hiring). | Essential |
| <ul style="list-style-type: none">• Level 2 Fitness Instructor qualification (or desire to work towards this). | Desirable |
| <ul style="list-style-type: none">• Excellent interpersonal and communication skills with the ability to build rapport. | Essential |
| <ul style="list-style-type: none">• Ability to work independently and as part of a team. | Essential |
| <ul style="list-style-type: none">• Proactive approach to maintaining cleanliness and order in the facility. | Essential |



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| <ul style="list-style-type: none">• Strong organisational skills with attention to detail. | Essential |
| <ul style="list-style-type: none">• Friendly, approachable, and enthusiastic with a passion for fitness. | Essential |
| <ul style="list-style-type: none">• Professional and reliable with a strong work ethic. | Essential |
| <ul style="list-style-type: none">• Flexible and willing to work weekends, evenings and/or early mornings | Essential |
| <ul style="list-style-type: none">• Committed to delivering excellent customer service and supporting members in their fitness journey. | Essential |
| <ul style="list-style-type: none">• Keen to learn and be proactive in the future development of Fire Strength and Fitness | Essential |

This role offers an excellent opportunity to gain experience in the fitness industry while contributing to a dynamic and supportive team at Fire Strength and Fitness. Training and development opportunities may be available for exceptional candidates wishing to progress further within the sector.

Working Hours:

- Part Time – minimum of 6 hours per week – more hours possibly available for suitable candidate.

Pay and Benefits:

Competitive Pay: Earn £12.50 per hour, with the opportunity for review as you grow in your role.

Performance Bonuses: Enjoy the potential to earn additional rewards based on your achievements and contributions.

Inclusive Gym Membership: Stay fit and healthy with a full gym membership for yourself, complete free of charge.

Career Growth Opportunities: Benefit from continuous professional development and exciting opportunities to advance your career within the company.

Supportive Team Environment: Join a welcoming and collaborative team that encourages personal and professional success.



How to Apply:

If you're ready to join the Fire and help our members to achieve their goals, we'd love to hear from you. Please send your CV and a 200-word statement expressing why you think you'd be suited to the role to contact@firestrengthandfitness.co.uk by September 30th, 2025. If you want to be considered as a candidate, in your application please also tell us what superpower you would wish to have and why (this does not need to count within the 200-word limit). Applications will be considered as soon as they are submitted, and therefore this deadline may be earlier if the position becomes filled.

We look forward to hearing from you.

Joe and Natalie

FIRE STRENGTH AND FITNESS