

Performance Excellence

All Wellbeing Roles

Name:

Location:

Manager:

Date:

What's Expected of Me?

	Exceeds	Meets Expectations	Developing	Below Expectations
Use effective coaching techniques to ensure members /clients achieve sustainable behavioural change				
Ensure all members are exercising safely by providing exercise correction and advice where necessary				
Delivery of all Fitness and Wellbeing Service lines including Personal Training, Health MOTs, Classes, Meet our Experts Events, In house classes such as Express Classes, Sporting Circuits, Group Cycle, Core/Abs sessions and any other brand innovations developed. Underpinned by the expert use of Nuffield HealthScore (if applicable)				
Other key responsibilities are Lifeguarding (where required), cleaning and maintenance of gym equipment				
Ensure members/clients have access to our services through proactive engagement, promotion and cross referral across all service areas where appropriate for the member				
Ensure all Health and Safety policies are adhered to and you are providing a safe environment for you, your colleagues and members/clients				

Our Team Behaviours

	Exceeds	Meets Expectations	Developing	Below Expectations
E <ul style="list-style-type: none"> I create new ways of inspiring and engaging customers and colleagues I keep things simple and ensure I deliver all my duties on time and to the highest standards I demonstrate initiative - seeking opportunities to make improvements 				
P <ul style="list-style-type: none"> I am a champion of Nuffield Health's vision, our role as a charity and our approach to wellbeing I relentlessly push myself to develop my skills, build my knowledge and improve my performance I consistently deliver great customer service 				
I <ul style="list-style-type: none"> I am self motivated and always positive I always 'do the right thing' and put my customers first I communicate positively and confidently with all customers and colleagues 				
C <ul style="list-style-type: none"> I am respectful towards my customers and colleagues I build rapport with every customer, am responsive to their needs and treat everyone as an individual I demonstrate empathy and always put myself in my customers' shoes 				

Learning & Development Needs

Things I need to work on.
 Things to do current job better.
 Things to prepare me for next job.
 Mandatory Training

Focus Areas/Career Aspirations

Individual objectives or special projects.
 Extra things in my job to help me get to where I want to get to.

Final Year Assessment:

Regular Check-ins

My Comments	My Line Manager's Comments
First Review Date:	First Review Date:
Date:	Date:
Date:	Date:
Final Review Date:	Final Review Date: