Fitness Instructor

Position description

June 2018

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Position description

Position title	Fitness Instructor
Classification	Band 3
Directorate	Economic & Community Development
Department	Community Strengthening

Our organisation

Northern Grampians Shire Council values community spirit, innovation and collaboration. We have implemented Activity Based Working, operate on Google platform, and where possible we are upgrading our systems to be cloud-based. This improves efficiency and equips our employees to undertake their roles effectively and efficiently whether they are working in the office or out in the community.

Our core values

Northern Grampians Shire Council is committed to providing a seamless customer experience.

Responsive: *We will engage with all stakeholders and listen and respond appropriately to your needs*
Innovative: *We will be positive and endeavour to find solutions and choice in our service delivery*
Continuous Improvement: *We will continually strive, within our means, for best possible practice and improvement in service delivery*
Prompt: *We will respond promptly, within agreed timeframes, to all of your requests*
Respectful: *We will be respectful and conscious of diversity and make available information and services in an accessible and inclusive manner*

Position objectives

This position is responsible for planning and providing structured, enjoyable classes for member and patrons ensuring that Council's programs and services meet and exceed customer's expectations

Key responsibility areas

- Design and deliver safe and effective exercise programs that align with recognised industry standards.
- Undertake the supervision of the gym including instructing patrons to ensure a safe and controlled environment.
- Plan and provide structured, enjoyable group training classes for members and casual users of all fitness levels.
- Immediately respond to customer service needs or concerns that arise day to day and in one to one environment to ensure the quality of service meets agreed standards.
- Administer bookings, memberships and inductions including taking bookings and payments
- Ensure expected standards of cleanliness and safety are adhered to maintain a professional public image of service within the community
- Ensure all equipment utilised in delivered programs is maintained to safe standards and presentation
- Conduct audits for risk and safety as required on Council's facilities and equipment.
- Perform, as directed, other duties that are within the limits of the incumbents' skill, competence and training.

Corporate responsibilities

All staff will:

- ensure that Council's Code of Conduct is adhered to at all times
- adhere to Council's OH&S, risk management, equal opportunity and risk management policies, procedures and work practices as well as act in accordance with the Charter of Human Rights.
- ensure that information about the activities and direction of the role are communicated to managers and staff within the organisation
- ensure all organisational reporting, Council and management meeting requirements are completed accurately and on time

- ensure Council's document management and customer-tracking systems are utilised and correspondence is actioned within required time frames

Organisational relationship

Reports to	Team Leader Stawell Sports and Aquatics Centre
Manages	n/a
External relationships	Members, patrons, general public, user groups, sporting clubs & associations, schools, subcontractors.
Internal relationships	Council employees

Accountability and extent of authority

This position has the authority to:

- respond to and action customer requests and works under the general supervision of the Team Leader

This position is accountable for:

- ensuring all Standards, Regulations, Acts and quality standards relating to the service unit are adhered to in the provisions of the highest quality efficient and effective service.
- maintaining accurate and up to date records in a timely manner
- ensure client confidentiality and security of information as per Privacy Legislation
- preparation and dissemination of accurate information relating to sports and aquatic activities
- ensuring the quality of work performed and that tasks are performed in an efficient, effective, and accountable manner

Judgement and decision making

- guidance and advice from the Team Leader and other senior staff is always available.

Specialist skills and knowledge

- Ability to plan and supervise day to day operations and display leadership including exceeding key performance indicators
- Sound knowledge in the development and implementation of fitness programs and instructing participants in correct exercise technique
- Working knowledge of the Child Safe Standards
- Overall knowledge and appreciation of codes and practice, insurance requirements and health and safety regulations relating to the programming of sports and aquatic facility activities
- A knowledge and background in a number of fitness programs
- Ability to retain and increase participation in programs

Management skills

- Ability to manage time, prioritise plans and goals
- Developed organising, programming and planning skills
- Ability to set, monitor and achieve goals for self and others
- Must be able to demonstrate ability to achieve specific objectives in the most efficient way possible and within resources available

Interpersonal skills

- Well developed communication and interpersonal skills.
- Ability to work co-operatively and positively as a member of a team
- Ability to gain cooperation from clients, members of the public and employees
- Ability to analyse and problem solve with staff and users of the leisure facilities
- Ability to work effectively with people of all ages and sporting abilities

Qualifications and experience

- Minimum Certificate III or IV in Fitness or Group Exercise Leader and relevant group fitness qualifications
- Experience working within a similar role in the fitness industry, including delivering group fitness classes
- Physical Activity Australia or Fitness Australia registration
- Experience working within local Government would be advantageous.
- Sound administration skills including booking procedures

Selection criteria

- Relevant qualifications as specified above
- Proven ability to increase utilisation of programs and services in a leisure environment.
- Sound knowledge of fitness programs and marketing these services
- Demonstrated ability to achieve specific objectives in the most efficient way possible and within resources available
- Well developed communication and interpersonal skills.
- Ability to work co-operatively and positively as a member of a team

Conditions of employment

Conditions of employment are in accordance with the *Northern Grampians Shire Council Enterprise Agreement Number 7 – 2016* and Northern Grampians Shire Council policies and procedures.

Tenure - Casual

Driving licence – The incumbent must hold a current driver's licence which allows them to drive within Victoria.

Medical examination - All appointments are required to undertake a satisfactory pre-employment medical examination at Council's expense.

Working with Children Check - The incumbent must hold a current Working with Children Check.

Police Check - All appointments are subject to a satisfactory National Police Record Check.
Position subject to a current national police check to be updated every three years and assessed as suitable to work in leisure.

Specific engagement – This position is considered an 'employee other than physical/community services engaged in recreation centres' under clause 33.13 of Part B of the Enterprise Agreement. Under clause 33.13.1 the ordinary hours of work may comprise:

- 38 hours per week to be worked in 5 days of not more than 8 hours per day on any day of the week except a public holiday, or;
- A roster agreed upon such that the ordinary working hours will not exceed 76 ordinary hours in consecutive two week periods or 152 ordinary hours in consecutive four week periods.

Competency requirements - This position will be required to maintain the following competencies:

- Level 2 First Aid & CPR

Workcover arrangements - As a condition of appointment to this position, the appointee must disclose pre-existing illnesses or injuries prior to employment and may be required to undertake a medical examination with a Registered Medical Doctor; failure to do this may remove the appointee's entitlement to any future Workcover compensation.

Document review

Date Approved/reviewed	December 2017
Prepared by	Manager Human Resources

Approved by	Chief Executive Officer

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