

Position Description

Gym Instructor

Directorate: Corporate Services
Tenure: Part-time or Casual
Level: EBA Level IN1 – IN3

Values

Shire of Murray staff are expected to embrace the following values, which underpin positive culture and guide strategic and operational decisions.

Our Values are REAL

Respect -

For our community - Adopt and maintain a customer focus, serve the community with pride and passion, ensure decisions taken help businesses to thrive, protect our environment and improve quality of life.

For our Councillors - Take pride in serving councillors as the elected representatives of our community; ensure that a sound understanding of the community guides advice to Council.

For our colleagues - Approach problems with a *we over me* mentality, collaborate and support each other to achieve organisational goals.

Excellence -

Be outcomes-focused and innovate, ensure continual learning and growth, build strong relationships, adopt a can-do attitude, be proactive, participatory and inclusive, listen to understand and empower, close the loop.

Accountable -

Care about your work, take pride in what you do, own your mistakes and let your learnings guide you to achieve better results and grow, be open and transparent.

Leadership -

Be a steward of our community, your team and the organisation, create a positive working environment, take initiative, encourage continual improvement, be agile and adaptive.

Position Objectives

- Provide Leisure Centre patrons with high quality customer service and health and fitness support, by motivating members to achieve goals and attracting new members through innovative and resourceful strategies.
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Key Responsibilities

General

- Delivering quality customer service in all aspects of the member fitness journey by:
 - Providing sound health and fitness advice.
 - Conducting fitness appraisals and developing programmes to suit needs and desired outcomes.
 - Instructing member's in the safe use of gym equipment and correct movement.

- Maintaining a positive relationship with the member by regularly checking-in and providing flexible solutions to changing needs.
- Assist Coordinator Leisure and Lifestyle with research, development, promotion and implementation of health and wellbeing programmes and initiatives.
- Maintain currency of qualifications.
- Promote services provided by the MALC Fitness team to the general public and at events.
- Responsible for maintaining high standards of cleanliness and hygiene of equipment and facilities within the Gym.
- Ensure gym equipment is well maintained and the Coordinator Leisure and Lifestyle is notified of all repairs and regular maintenance.
- Assist with general enquiries and membership sales.

Organisational

- Embrace and participate in change to better achieve the Shire's goals and objectives.
- Exercise discretion, initiative or seek judgement where practices and direction are not clearly defined.
- Maintain strict confidentiality.
- Actively participate in the ongoing development, compliance and promotion of professional customer service standards.
- Actively embrace and display Shire of Murray values.
- Identify, assess and report strategic, operational and project risks.
- Comply with Council's Code of Conduct ensuring probity and ethical behaviour in all dealings.
- Recommend changes or strategies which promote a 'Continual Improvement' and 'Best Practice' approach to service delivery where relevant to the scope of the position or department.
- Promote, maintain and improve the working environment and practices to ensure compliance with Industrial Awards, Occupational Safety & Health, Equal Employment Opportunity legislation and Council's Policies and Procedures.
- Responsibility for the management, guidance and support of Volunteers and Work Experience placements.

Occupational Safety and Health

- Ensure all staff understand and embrace the importance of safety in the workplace, equal opportunity, behaving appropriately and respecting colleagues.
- Comply with the safety policies and procedures as prescribed by the Council and abide by relevant statutory safety requirements at all times.
- Report all accidents, incidents and hazards.
- Conduct risk assessments and complete job safety analysis prior to the commencement of tasks where relevant.

- Eliminate and control hazards in the workplace using the hierarchy of controls.
 - Take reasonable care to ensure your safety at work, and that of others, by complying with safety and health instructions, policies and procedures, including the OS&H Act 1984 and OS&H Regulations 1996.
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Key Requirements

Skills

- Excellent communication skills, including verbal, non-verbal and listening.
- Ability to motivate patrons to achieve goals by displaying strong leadership skills.
- Maintain self-motivation to achieve personal and professional targets.
- Capable of motivating and engaging with patrons in a positive manner.
- Proven ability to effectively plan, manage and organise time to ensure well delivered services to internal and external customers.
- Sound administration skills.

Knowledge

- Knowledge of a Leisure Centre environment and operations.
- An understanding of the requirements to maintain the safety and efficiency of gym equipment.
- Knowledge of general health and fitness methodologies.
- Awareness of safety and good working practices.
- Provide updated knowledge in exercise prescription and training techniques.

Experience

- Demonstrated customer service experience.
- Experience in completing appraisals, developing and implementing gym-based programs.
- Previous experience in gym instruction.
- Demonstrated experience in adapting programmes to suit various abilities.

Qualifications

- Certificate III and IV in Fitness or equivalent.
- Living Longer Living Stronger qualification is desirable.
- Provide First Aid Certificate.
- Provide CPR Certificate.
- Working with Children's Check.
- Possession of a current driver's licence.

- Provision of a National Police Clearance not more than three months old is required to support eligibility for this position.
- Attend CEC approved training and workshops to maintain accreditation.

Work Related Requirements of the position

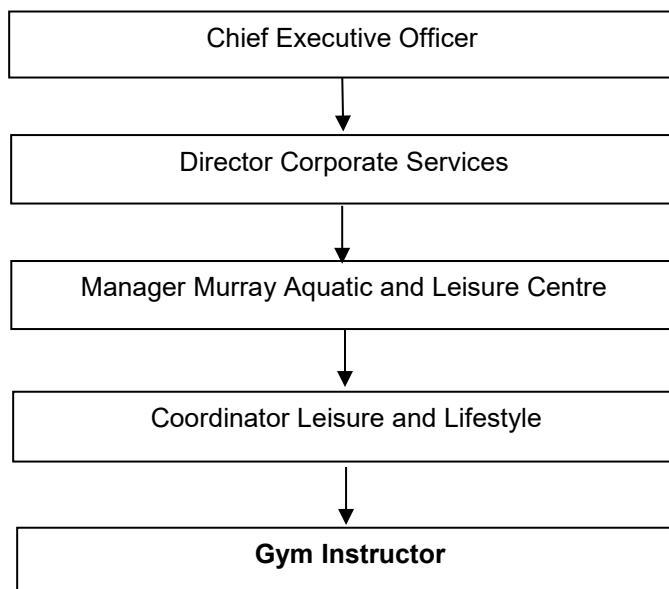
Experience and Qualifications

- Experience in completing appraisals, developing and implementing gym-based programmes. **Essential**
- Demonstrated experience in adapting programmes to suit various abilities. **Essential**
- Proven experience in motivating patrons to achieve goals. **Essential**
- Certificate III and IV in Health and Fitness. **Essential**
- Current Provide First Aid qualification. **Essential**
- Current Working with Children Check. **Essential**
- Availability to work flexible hours. **Essential**

Organisational Relationships

Reporting to:	Coordinator Leisure and Lifestyle
Supervisor of:	Not applicable
Member of:	Leisure and Lifestyle team
Liaison with:	Staff, patrons, training agencies, Fitness Australia

Organisational Chart



Approval

Approved by Director Corporate Services

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Date reviewed 23 January 2020