

Position description

Group Fitness Instructor

Summary information

Section	Key Venues	Directorate	City Living
Position grade	Grade 5	Position type	Casual
Skill descriptor	Band 2 Level 1		
Reports to	CEO BVM / Manager Key Venues or his/her nominee	Direct reports	No
Approval limit	\$0	Release limit	\$0
Created/reviewed	November 2018	BCC number(s)	N/A

Our Values

TEAMWORK



CUSTOMER FOCUSED



INNOVATION



COMMITMENT TO SAFETY



Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and positive feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their teams success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

1 Position context

- The Key Venues (KV) section is positioned within Blacktown City Council's Directorate of City Living
- Key Venues are administered under the authority of Blacktown Venue Management Ltd (BVM), a company wholly owned by Council acting as Council's Managing Agent
- All employees of Key Venues are employed by Blacktown City Council (BCC) and seconded to Blacktown Venue Management Ltd.

2 Position purpose

- The purpose of the role is to instruct a range of group fitness activities for a variety of target markets, ensuring an enjoyable experience for all participants. The group fitness instructor must be experienced in

conducting group fitness classes in a range of locations and be focused on offering the highest level of customer service

- Act in accordance with the *NSW Work Health Safety Act 2011*, *Work Health Safety Regulation 2017* and the *Work Health and Safety (WHS) System*.

3 Qualifications and experience

Essential

- Accredited Fitness Leader (AUSactive, Fitrec, Physical Activity Australia or equivalent)
- Current CPR Certificate
- Experience working both within a team environment and as a 'self-starter'
- Experience of working with schools, corporate groups, sporting clubs and/or associations
- Current Working with Children Check.

Desirable

- Current First Aid Certificate
- Accredited Group Fitness Instructor (eg. Step)
- Accredited Les Mills Instructor
- Accredited Aqua Instructor
- Accredited Boxercise Instructor
- Accredited Yoga Instructor
- Accredited Pilates Instructor.

4 Authority

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

5 Key accountabilities

Position specific

- To represent BVM and Council and the respective facility in a positive light at all times and to provide the highest levels of customer care and service to all users. Such representation includes, but is not limited to, professional appearance, conduct and punctuality
- To follow instructions and guidance as provided by senior staff and to work cooperatively with other Key Venues employees
- Ensure the Centre operates successfully and in accordance with meeting the programs and services goals and objectives
- Conduct Group Exercise Classes to attract the maximum participation level
- Explore all reasonable avenues to increase community usage of the facilities
- Facilitate quality customer service through a competent, committed and confident approach to the tasks at hand

- Provide professional and accurate information to customers and potential customers on the benefits of exercise at the Centre
- Facilitate a high-quality environment for the enjoyment of customers through compliance with established standards and requirements
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
 - familiarise yourself with our Volunteers policy and standard
 - implement the policy and follow this Managing Volunteers standard in a consistent and fair manner
 - undertake training needed to effectively coordinate volunteers
 - allocate sufficient time to volunteer coordination.

Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.
- Adequately familiarise themselves with their WHS responsibilities and actively fulfill these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working with Children) Act 2012*, the *Child Protection (Working with Children) Regulation 2013* and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your manager immediately.
- WHS001 - Matrix is attached.

Corporate

- To commit to and embrace the objectives of Our Blacktown 2041. Contributing within Council's staffing structure and program of works to deliver our corporate objectives and strategic vision.

Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental sustainability

- Act in line with the *NSW Protection of the Environment Operations Act 1997*, the *NSW Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

6 Duties

- Actively support Key Venus staff working together as a "team" to meet the requirements expected by the BVM Board, Blacktown City Council and all key stakeholders.
- Provide guidance and instruction which results in motivated participant.

- Other duties as from time to time as may be reasonably required and requested by and/or through the BVM Chief Executive Officer or his or her nominee.
- Assist with the training, induction, monitoring and evaluation of new or 'rookie' Group Exercise Instructors.
- Ensure all new participants are orientated into a new class.
- Set up equipment prior to the commencement of the class and pull-down equipment at the completion of the class.
- Instruct the group fitness class according to fitness instruction procedures.
- Be ready to instruct class prior to starting time (arrive minimum 10 minutes prior to class commencement).
- Ensure classes start and finish on time.
- Be available after the class to consult with participants regarding the class or instruction techniques.
- Manage and report on class attendances.
- Develop promotions in consultation with the other Key Venues staff to increase class attendance.
- Attend Health and Fitness section and Centre staff meetings as scheduled.
- Be available to participate in external displays/promotions for the Centre.
- Provide professional advice and guidance to our clients in regards to fitness and health.
- Attend internal and external training workshops. In the case of absence from a class, arrange an appropriately qualified and experienced replacement and notify the Duty Manager.
- Report on any equipment, plant or building services issues.
- Contribute to ensuring high standards of cleanliness and hygiene are maintained throughout the facility through observation, reporting and, where necessary and urgent, immediate response.
- Be familiar and maintain a level of knowledge and competence that ensures familiarity with all operations and programs associated with the facility.
- Liaise with other staff within the facility to ensure the most efficient use of resources.
- Keep up to date with Centre communication and promotions and within each class promote Centre programs and services.
- Be available to assist with fill-ins for other class types, as required.
- Understanding of the Fitness NSW Code of Practice.
- Ensure full understanding and compliance with policies of use.
- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

7 Performance criteria

As per Council's performance management system.

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Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

Acknowledgement and agreement

Employee	Name	_____	
	Signature	_____	Date _____
Supervisor	Name	_____	
	Signature	_____	Date _____