



## POSITION DESCRIPTION

<b>Position Title</b>	Health & Fitness Team Leader	
<b>Directorate</b>	Planning	
<b>Service</b>	Sports and Recreation	
<b>Responsible to</b>	Health & Fitness Coordinator	
<b>Position Supervises</b>	<b>Direct:</b> Approx. 50 casual group exercise instructors Approx. 14 gym floor supervisors and personal trainers <b>Indirect:</b> Nil	
<b>Position No.</b>	IW1164, IW0592, IW0TBC	
<b>Status</b>	Permanent Full-Time	
<b>Hours</b>	<p>Based on 35 hours per week.</p> <p>This position may also be required to work at other IWC Aquatics Facilities either on an ad hoc basis, rotational basis, or as part of a deployment to another facility.</p> <p>The Inner West Council Aquatics Facilities operate for 7 days per week from early morning to late evenings. The role will be required to work a range of shifts in accordance with the roster.</p>	
<b>Salary Point</b>	28 - 37	<b>Band/Level:</b> 2/1
<b>Allowances</b>	As applicable to the position	
<b>Pre-employment checks</b>  <b>Legislative requirements</b>	<input type="checkbox"/> Working with Children Check <input type="checkbox"/> Police Check <input type="checkbox"/> Pre-employment medical	
<b>Date reviewed:</b> July 2020		<b>Reviewed by:</b> Senior Manager Sports and Recreation

## **POSITION PURPOSE**

The Health and Fitness Team Leader's primary purpose is to coordinate the day to day running of the Health and Fitness department within Councils Aquatic facility. This position will ensure that the program schedule is varied and in step with industry trends making it enjoyable and exciting for participants to use. This position is responsible for providing experience and leadership to staff to ensure the department works as a team.

## **SELECTION CRITERIA**

Inner West Council is committed to the principles of Equal Employment Opportunity, Work Health and Safety, sustainability, continuous improvement and business excellence. The community is at the heart of the organisation and Council puts its values of integrity, respect, innovation, compassion and collaboration at the centre of everything we do. Employees are expected to demonstrate commitment to these values in performing their respective roles. In addition to these, the following criteria outline those that are relevant to this specific position.

### **Essential Criteria**

1. Possess accredited qualification in Fitness and the provision of fitness programs or equivalent (e.g. Degree, TAFE Certificate III or IV in Fitness)
2. Demonstrated experience in gym supervision, fitness testing and developing fitness programs
3. Demonstrated planning and organisational skills
4. High Levels of initiative and self-motivation
5. Ability to attract new clients, develop appropriate programs and generate subsequent income streams
6. Excellent communication and customer service skills
7. A high level of computer literacy and administration skills, including the Microsoft Office suite (Word, Excel etc.)
8. Ability to work effectively in a team environment and solve problems quickly and constructively
9. A current Senior First Aid certificate
10. Knowledge and understanding with a commitment to implement EEO & WHS principles.

### **Desirable Criteria:**

1. Experience working in Local Government
2. Ability to teach a variety of group fitness classes

## **KEY DUTIES, ACCOUNTABILITIES & RESPONSIBILITIES:**

- Supervise all permanent and casual Health & Fitness staff
- Assist the Health and Fitness Coordinator in all aspects of managing the Health and Fitness department
- Provide competent back up to the Health & Fitness Coordinator in his/her absence
- Communicate effectively with colleagues and customers
- Work in a team environment
- Provide high quality service to customers and maintain high personal presentation standards
- Conduct performance reviews with staff when required identifying any need for further formal training if required
- Assist in the planning, development, implementation and monitoring of quality fitness programs that meet the needs of the Centre. This includes both general classes and personal trainers
- Monitor and review all Health & Fitness programs to ensure they operate efficiently, on time, and meet customer needs
- Resolve complaints and problems quickly in a way that enhances customer relations
- Complete checks of Health & Fitness staff timesheets and maintain records

- Work with members of the management team on any special projects or initiatives as required and assist in the marketing of the Centre
- Ensure the provision of a high level of customer service including membership sales, membership retention and use of the membership software system
- Ensure all issues relating to Health & Fitness are communicated to staff effectively and in a timely manner
- Expected to work weekends and varying shifts during the Centre Operating Hours when required
- Will be able to cover for Class and Gym instructors when required
- Develop and / or update all of the Health and Fitness Centres Operational Policies, Standard Operating Procedures to ensure it complies with industry best practice
- Ensure all instructors are accredited and provide instruction that meets industry standards
- Develop rosters and staffing to ensure adequate staffing and smooth delivery of programs
- Ensure work flow is distributed evenly amongst Health & Fitness staff
- Prepare and conduct on the job coaching and training of employees
- Administer and maintain all Health & Fitness employee records
- Maintain accurate records of class attendances
- Regularly evaluate and report on the condition and performance of equipment and make any necessary recommendations
- Compile and present figures of Health & Fitness statistics in an easy to read format
- Continually assess the quality, prices and service of current suppliers
- Help maintain the accuracy of the Health & Fitness component of the website
- Organise and distribute regular internal and external newsletters
- Assist with membership sales
- Accommodate the cultural differences and needs of customers and colleagues
- Assist in the preparation of Social Functions for staff and members
- Implement and follow procedures on occupational health, hygiene, safety, security and the emergency plans
- Ensure all Health & Fitness equipment and facilities are safe and repairs are completed in a timely fashion
- Contribute to Senior staff duties at the centre as part of ongoing training and development
- Ensure all programs are safe and meet current fitness industry standards
- Ensure the cleanliness of the Health & Fitness area and building.
- Actively participate in a rotating Senior Site Person roster

## **KEY RELATIONSHIPS:**

**Internal:** Including but not limited to Health and Fitness department, Customer Service department, Operations Department, Centre staff, IWC Council departments and stakeholders of the Aquatics facilities.

**External:** Including but not limited to service providers for gymnasium, facilities, users of Council's community facilities, local residents, contractors, schools, clubs and local and state government agencies and organisations.

**WORK HEALTH AND SAFETY RESPONSIBILITY STATEMENT**  
**SUPERVISORS / TEAM LEADERS / GANGERS**  
**LEVEL 5**

Level 5 Supervisors, Team Leaders and Gangers have the responsibility to ensure that they perform their duties in accordance with their job description, Council's policies, procedures and safe working practices and comply with Work Health & Safety legislation. They must also ensure employees and non-employees within their area of control comply with the Work Health and Safety legislation in performing their stated duties in accordance with Council policies, procedures and safe work practices.

These responsibilities are performed by:

<b>Responsibilities</b>	<b>Performance Measures</b>
<ul style="list-style-type: none"> <li>Ensuring all appropriate actions are taken to implement the Health and Safety policy, procedures to satisfy legislative requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of promotion of, and conformance with, Council policies and procedures</li> </ul>
<ul style="list-style-type: none"> <li>Ensuring regular monitoring of Health and Safety performance in the area of their responsibility.</li> </ul>	<ul style="list-style-type: none"> <li>Conducting Workplace inspections, development of a hazard register, conducting Audits where appropriate.</li> <li>Analysis of accident/incident trends</li> <li>Regular team meetings</li> <li>Use of the hazard reporting process</li> </ul>
<ul style="list-style-type: none"> <li>Commitment to WH&amp;S</li> </ul>	<ul style="list-style-type: none"> <li>Visibly showing commitment to health and safety through participation in formal and informal discussions, workplace visits and hazard inspections etc</li> </ul>
<ul style="list-style-type: none"> <li>Undertaking accident/incident investigations</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of documented and signed accident investigation forms</li> </ul>
<ul style="list-style-type: none"> <li>Liaising with Health and Safety representatives in relation to workplace Health and Safety issues.</li> </ul>	<ul style="list-style-type: none"> <li>Regular meetings with WH&amp;S rep</li> </ul>
<ul style="list-style-type: none"> <li>Improving health and safety performance</li> </ul>	<ul style="list-style-type: none"> <li>Initiating action based on audit, inspection results and feedback from staff</li> </ul>
<ul style="list-style-type: none"> <li>Undertaking regular inspections to assist in the identification of hazards</li> </ul>	<ul style="list-style-type: none"> <li>Development of a schedule of inspections</li> <li>Completed inspections</li> </ul>
<ul style="list-style-type: none"> <li>Attending health and safety meetings</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of signed/ documented minutes</li> </ul>
<ul style="list-style-type: none"> <li>Providing new employees with Health and Safety induction training and specific job training where required</li> </ul>	<ul style="list-style-type: none"> <li>Employee inductions complete.</li> <li>Evaluation of induction by employees</li> </ul>
<ul style="list-style-type: none"> <li>Facilitating rehabilitation for injured employees</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of signed return to work programs</li> <li>Selected duties register</li> </ul>
<ul style="list-style-type: none"> <li>Ensuring employee awareness of Health and Safety management systems and specific workplace hazards</li> </ul>	<ul style="list-style-type: none"> <li>Regular documented meetings with staff</li> <li>Conducting random inspections to ensure that correct WH&amp;S procedures are being implemented by staff</li> </ul>
<ul style="list-style-type: none"> <li>Providing a clear definition, in writing, of all work procedures</li> </ul>	<ul style="list-style-type: none"> <li>All work instructions are documented and provided to staff with explanation</li> </ul>

<ul style="list-style-type: none"> <li>• Developing health and safety procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Development of specific procedures where required</li> </ul>
<ul style="list-style-type: none"> <li>• Knowledge of WHS and related legislation</li> </ul>	<ul style="list-style-type: none"> <li>• Attendance at training sessions</li> </ul>

### **Applicant Declaration**

I, ..... have read and understood the position description for the  
**Health & Fitness Team Leader** as detailed in this document.

Signature: .....

Date:        /        /