

POSITION DESCRIPTION

Our Values



Position title:	Group Fitness Lead
Position code:	2266
Section:	Liveable and Active Communities
Position reports to:	Gym & Fitness Coordinator
Band and level:	1/4
Staff management:	Yes
Budget responsibility:	Nil

Primary function of the role:

Reporting to Gym & Fitness Coordinator, the Group Fitness Lead is responsible for facilitating all aspects of the GSAC (Switch 24/7) group fitness program. Ensuring the efficient use of resources, offering a diverse and innovative range of programs to meet customer needs and assisting the Gym & Fitness Coordinator in all operations to be compliant with industry standards and legislation.

The Group Fitness Lead is responsible for:

- Marketing and promotion of the Group Fitness programs to current and new members, including seeking new opportunities eg schools, new businesses, and new member opportunities.
- Organise promotions, launches, other events and provide input into marketing strategies to maintain and attract customers for group fitness.
- Oversight of group fitness classes and timetable—manage, monitor and evaluate class attendances to meet target objectives.
- Be responsive to customer needs and schedule the group fitness timetable and programs accordingly (using statistics, surveys, and other forms of active primary feedback).
- Recruit, communicate, encourage and develop fitness instructors, ensuring classes are conducted to a very high professional standard.
- Promote classes through artworks, social media and contests.
- Organise and promote quarterly class launches.
- Process instructors invoices in a timely fashion.
- Submit monthly group fitness reports.
- Participate in gym tours, assessments, group fitness classes and personal training when required and at the discretion of the Gym & Fitness Coordinator
- Conduct a thorough pre-exercise questionnaire for each member when required (including but not limited to introduction/orientation, exercise experience level, pre-existing injury check and health and medical history check).
- Risk management and WHS compliance, ensuring facilities and equipment are kept clean and safe to use at all times.

- Efficiently and effectively supervise the Gym Floor and build sound relations with members at SWITCH Gym/GSAC.
- Assist members to the use of the facility, gym etiquette, and equipment in a safe manner.
- Monitor safety of the gym floor and equipment and complete relevant checklists before commencement of shifts and report any hazards or faulty equipment via the correct reporting procedure.
- Ensure the gym is clean and tidy.
- Assist the Management Team with the day to day operations of the Centre.
- Perform other duties as directed by the Gym & Fitness Coordinator from time to time.

Person Description

The right person for this role will:

- Be self-motivated, proactive, observant and aware
- Be a team player
- Have a passion for group fitness
- Be outcome focused
- Have a drive for improvement
- Have excellent time management and organisational skills
- Be accepting of new ideas and embrace change
- Be flexible and agile to work across different business areas
- Have personal integrity and take responsibility
- Have the ability to prioritise and schedule work and meet deadlines
- They will embody Council's values. (Passionate, Communicate, Respect, Strive)

The Group Fitness Lead:

- Has the skills, capability and willingness to analyse problems, evaluate alternatives with a focus on collaborative problem solving.
- Accurate record keeping and documentation with some Microsoft Office skills
- Communicate effectively with class instructors, gym staff and members.
- Group Fitness promotion, evaluation and goal projection.
- Works closely with other gym staff and willing to assist within other areas of GSAC.
- Use the LINKS and Content Manager and other corporate systems to capture, record and run reports for all records and documents.

Key responsibilities and performance goals:

	Responsibilities	Accountability
Work Health and Safety	Manage and monitor work health and safety responsibilities, ensure compliance with the legislation and regulations that govern the operations within the team and assist others in the team to implement the relevant policies, procedures and processes.	<ul style="list-style-type: none"> • Follow Defined WHS Policies and Procedures (Follows Council procedures for hazard identification and risk control, and raises WHS issues which need to be addressed.) • Follow Fitness Australia WHS protocols • Participate in formal and informal WHS discussions, emergency preparedness training etc.
Customer driven service delivery	Build and maintain relationships with key stakeholders and customers (internal and external) related to program service delivery.	<ul style="list-style-type: none"> • Establish and maintain a service delivery strategy that is agreed with the Gym & Fitness Coordinator and reported monthly. • Provide a high level of customer service to manage the expectations of internal and external customers in the resolution of their issues. • Enhance your knowledge base. • Drive a customer service approach in all internal and external interactions.

		<ul style="list-style-type: none"> • Ensure that all stakeholders receive accurate and timely information
People	<p>Leader: Coach, mentor, empower, develop and lead a cohesive and high performing customer centred, results driven team.</p>	<ul style="list-style-type: none"> • Demonstrate accountable, affiliative and constructive behaviours in all interactions • Lead group fitness to achieve excellence by establishing, maintaining and monitoring performance requirements. • Respond to employee satisfaction survey results to identify and act upon areas that require improvement. • Ensure instructors and staff demonstrates cohesive teamwork, flexibility, openness, transparency and ethical practice. • Manage the recruitment, management, monitoring and development of the team of Group Fitness Instructors. • Foster an engaged and empowered workforce. Embrace continuous improvement principles to improve delivery of services to Council customers. • Commitment to fostering and participating in a positive team environment. • Be flexible and adaptable to the changing needs of the team. • Participate and contribute. • Be available to take on other roles as required (e.g. in leave periods).
Drive Innovation	<p>Create a culture that inspires people to generate innovative solutions that optimise revenue to Lismore City Council.</p>	<ul style="list-style-type: none"> • Initiate utilisation of technology to: <ul style="list-style-type: none"> ○ Stay informed with industry changes, standards and new products. ○ Provide members with efficient and effective experiences while participating in fitness classes, programs and gym visits. • Network with peers and other industries to continue to generate business improvements.
Communication and Consultation	<p>High level of written, verbal and interpersonal communication skills that inspires confidence in your team and the audience you are communicating with.</p>	<ul style="list-style-type: none"> • Provide clear and concise information. • Provide tools for staff to support business development e.g. FAQ's, regular 'paper bag' meetings and other learning tools. • Assist in the preparation of detailed reports, proposal and submissions to the leadership team. • Implement high level conflict resolution and negation skills. • Application of influencing skills to lead and encourage your team to embrace change.


Entry Level Qualifications: Skills and Experience

Qualifications, certificates and licences

- Certificate III and Certificate IV in Fitness or equivalent Sports & Exercise Science Degree
- First Aid & CPR Certificate

- Working with Children Check
- Membership of an appropriate professional institute.
- Current Class C Driver's Licence.

Experience, skills and knowledge

- Knowledge of recreation centre operations and programming.
 - Demonstrated experience as a group fitness instructor (eg Les Mills, Meta Fit, Aqua)
 - Demonstrated experience in leading a team in a gym/health club environment
 - Demonstrated experience in managing personal health and fitness programs and exercise prescription
 - Well-developed leadership skills, with the ability to motivate positively influence the fitness team culture
 - Demonstrated experience in delivering high quality customer service to improve business performance
 - Excellent interpersonal, verbal and written communication and negotiation skills, including the ability to build effective relationships with key stakeholders.
 - Intermediate computer skills, including Microsoft Word and Excel.
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SKILLS STEPS

STEP 1

- 1.1 Engage with gym patrons in a warm and friendly manner, providing a high standard of customer service.
- 1.2 Conduct fitness assessments and develop tailored programs to meet the needs of clients.
- 1.3 Proactively undertake cleaning duties to ensure the gym is clean and well-presented.
- 1.4 Comply with all WHS policies and procedures and proactively report on or resolve potential hazards.
- 1.5 Welcome and work cooperatively with new gym staff, assisting in their induction as required.
- 1.6 Conduct one on one Personal Training and small group training and group fitness training sessions.
- 1.7 Carry out gym tours and 24/7 inductions as required.
- 1.8 Monitor and evaluate group fitness class attendances to meet targeted levels.
- 1.9 Recruit, manage, monitor, evaluate and develop the team of Group Fitness Instructors.
- 1.10 Accurately validate and sign off on group fitness instructor invoices.
- 1.11 Review instructor classes and performance to ensure high quality standards are maintained.

STEP 2

- 2.1 Provide a monthly report to Gym & Fitness Coordinator, detailing group fitness data and activities.
- 2.2 Demonstrated evidence of increased Personal Training client base, set against annual budget.
- 2.3 Assist Gym & Fitness Coordinator with respect to carrying out more detailed administration or member based duties, eg setting up and / or managing shifts in Visual Scheduler, setting up classes or sessions in Links
- 2.4 Seek formal and informal feedback from class users to gauge satisfaction levels and identify areas for improvement and opportunities (eg surveys, feedback forms, focus groups).
- 2.5 Provide staff training in Links system as required.
- 2.6 Ensure the group fitness schedule and classes are cost effective, modifying/reducing the program as required for the most cost-effective outcome.
- 2.7 Monitor class and instructor performance against KPIs/feedback and provide feedback to instructors on their performance.
- 2.8 Promptly respond to and address to customer complaints

STEP 3

- 3.1 Organise and promote group fitness activities, launches and social activities; provide significant input into promotional materials and strategies.
- 3.2 Make sure team understand expected goals, take responsibility for delivering on intended outcomes and acknowledge success
- 3.3 Assist Gym & Fitness Coordinator with planning, promoting and facilitating group fitness challenges, games, competitions with local and regional gyms and community groups.
- 3.4 Ability to assess, interpret and judge information or situations, and formulate recommendations, provide specialist advice or deliver a service, based on the findings.
- 3.5 Awareness of procurement and contract management risks and actions to mitigate these.