
Team Leader - Fitness

Position description



March 2021

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Position title

Team Leader - Fitness



Northern Grampians Shire Council
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Classification	Band 5
Directorate	Communities
Department	Active Communities
Staff Establishment	CMSC41

Our organisation

Northern Grampians Shire Council values community spirit, innovation and collaboration. We have implemented a flexible approach to working arrangements and locations that operates on the Microsoft 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 in other locations.

Position objectives

This position is responsible for leading the Stawell Sports and Aquatic Centre team to ensure that the gymnasium, group fitness and personal training programs run smoothly and effectively, that services meet membership needs and that all equipment is well maintained, safe, clean and operational.

Key responsibility areas

- Model Council values and be an integral member of the leisure services team including participating in team projects, process mapping and review, and proactively responding to customer requests.
- Ensure Council's Service Standards are met, customer requests are handled efficiently in a knowledgeable, confidential and timely manner ensuring delivery is responsive, first point issue resolution and customer-centric
- Provide guidance and direction to fitness instructors, personal trainers and patrons in their use of the gym facilities to ensure a safe and controlled environment.
- Participate in the training and development of relevant staff
- Research, develop and implement program initiatives including the development of budgets and business cases to ensure member participation increased
- Organise maintenance, repair and cleaning of equipment to ensure expected standards of cleanliness and safety are adhered and a professional public image of service is maintained within the community
- Provide formal input into the development and maintenance of gym operational policies and procedures
- 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	Coordinator SSAC
Manages	Fitness Instructors, Personal Trainers
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:

- assist in the development, support and implementation of policies under the general direction of the Coordinator SSAC
- provide specialist advice subject to regulations and policy
- Freedom to act is governed by clear objectives and budgets, frequent prior consultation with Coordinator, and a regular reporting mechanism to ensure adherence to goals and objectives.

This position is accountable for:

- ensure 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.
- maintain 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
- ensure the quality of work performed and that tasks are performed in an efficient, effective, and accountable manner.

Judgement and decision making

- judgement is exercised within the framework of policies, established administrative practices and departmental procedures but initiative is required to determine efficient process completion
- exercise judgment and discretion regarding confidential issues
- guidance and advice from Manager and other senior staff is always available

Specialist skills and knowledge

- Experience designing specific programs for patrons.
- Detailed knowledge and appreciation of codes of practice, legislative requirements and health and safety regulations relating to the operation of a sports and aquatic facility.
- Ability to develop, implement and review processes and systems to improve the operations of the service
- Demonstrated ability to introduce systems for the collection and analysis of data, performance reporting and monitoring.
- Working knowledge of the Child Safe Standards

Management skills

- Demonstrated ability to set individual and team priorities to deliver quality work to deadline
- Demonstrated ability to motivate patrons and staff at all levels by leading and influencing them to achieve objectives
- Demonstrated ability to plan, prioritise and organise work to achieve specific and set objectives

Interpersonal skills

- Demonstrated ability to effectively communicate with patrons and employees to provide information and maintain good customer relations
- Ability to maintain confidentiality
- Demonstrated ability to work as a team member and manage oneself in a manner that provides a positive and supportive influence on other employees and the patrons
- Ability to promote a positive outlook for the Northern Grampians Shire Council corporate values

Qualifications and experience

- Certificate III & IV in Fitness
- Proven practical experience of delivering fitness programs
- Demonstrated experience and a thorough understanding of gym operations and equipment maintenance
- Fitness Australia registration (desirable)
- Proven practical experience of the day-to-day operation of a fitness service, working with patrons and service providers.

Selection criteria

1. Relevant qualifications and experience as listed above.
2. Proven ability to increase utilisation of programs and services in a leisure environment.
3. Sound knowledge of fitness and marketing these services
4. Experience designing specific fitness programs for members
5. Demonstrated ability to motivate patrons and staff at all levels by leading and influencing them to achieve objectives
6. Demonstrated ability to build and maintain strong relationships with key stakeholders to provide a high level of customer service.

Conditions of employment

Conditions of employment are in accordance with the *Northern Grampians Shire Council Enterprise Agreement Number 8– 2018* and Northern Grampians Shire Council policies and procedures.

Tenure – Permanent Part Time

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.

COVID-19 Vaccination – All Council appointments must provide evidence of their vaccination status to meet mandated vaccination requirements.

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 services.

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	March 2021
Prepared by	Manager Active Communities
Approved by	Manager People and Culture

Employee Signature

[acceptance_status]

[acceptance_date]

[candidate_name]