

# POSITION DESCRIPTION

POSITION	POSITION NUMBER
Health and Wellness Officer: Group Fitness Instructor	
CLASSIFICATION	LOCATION
Band 5B – Aqua Group Fitness Instructor Band 5C – Land Group Fitness Instructor Band 5D – Pilates Instructor	Ballarat Aquatic & Lifestyle Centre
DEPARTMENT	DIVISION
Recreation Services	Development and Growth

## Position Objectives

- Providing industry leading group fitness programs to the BALC.
- Instruct participants in a class situation in a safe and controlled environment
- Plan and provide structured, enjoyable classes for members and casual users.
- Facilitating quality services in accordance with sound environmental practices consistent with various relevant authorities, legislation, guidelines and Codes of Practice relevant to a major regional aquatic centre.
- Ensuring that the BALC provides quality customer service at all times.
- To be approachable and assist colleagues to the best ability when required.
- Motivate, educate and enhance each participant's experience.

## Key Responsibility Areas

- Design safe and effective exercise programs.
- Attendance to workshops and seminars and a commitment to ongoing professional development.
- Constructively participate in team meetings
- Participation to group fitness launches.
- Planning, organising and conducting high quality Group Exercise Classes as per timetable requirements.
- Work within a team culture of supporting and communicating with each member of the group fitness team.
- Responsibility for the supervision of Group Fitness users.
- Responding to questions and feedback that arise day to day in the Group Fitness studios and in a one to one environment to ensure that customer expectations are met by implementing the Centre's quality control systems and procedures.
- Maintain accurate records of enquiries and attendance.
- Maintain the Group Fitness studios in a clean and tidy fashion throughout each shift.
- Undertake basic cleaning duties of the Group Fitness Studios as directed by the Group Fitness Team Leader.
- Ensure all equipment is kept to agreed standards of quality, maintenance and presentation.
- Communicate regularly with the Group Fitness Team Leader to ensure targets are being met to the agreed standard
- To implement the operations procedures of the group fitness studios including the identification of any faulty equipment and reporting of risk and maintenance issues.
- Report hazards and incidents as soon as possible.
- A thorough knowledge of all safety and emergency evacuation procedures.
- Follow safe work procedures as directed.

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REPORTS TO:	DIRECT REPORTS:
<b>Fitness &amp; Community Engagement Team Leader</b>	Nil
ORGANISATIONAL RELATIONSHIPS	
Internal: All departments of the City of Ballarat	External: General Public & BALC Members

## Accountability and Extent of Authority

- The achievement of agreed, specific performance objectives for the position within specific guidelines and under general supervision;
- The adoption and implementation of safe working practices and procedures.
- Accountable for the confidentiality of all division related documentation within control of the position.
- Accountable for maintaining a high level of professional ethics at all times.
- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current City of Ballarat Collective Agreement by all staff under supervision.
- Ensure appropriate care and use of assets and equipment.
- Freedom to plan fitness classes and activities in advance, subject to regular consultation with Team Leaders.

## Judgement and Decision Making

- Selection of work practices and procedures appropriate and relevant to the job.
- Have the ability to work effectively, constructively and successfully as part of a team with a wide range of people from diverse backgrounds and groups
- Any issues that arise that are outside the scope of the position are referred to the Centre Manager.
- Utilise discretion when dealing with customers with sensitive issues or needs.
- Authority to make effective decisions about the content of group fitness classes based on well-defined objectives, with methods used to be selected from a range of available alternatives.

## Specialist Skills and Knowledge

- Be proactive and motivate to succeed.
- Ability to design and implement safe and effective Group Fitness classes, instructing Participants in correct exercise technique.
- Be results oriented.
- An ability to demonstrate initiative and innovation in all aspects of the position.
- Ability to work in a team environment.
- A willingness to be proactive in promoting Council's services.
- A sound knowledge of recreation programming, marketing and membership services.
- Well-developed literacy and numeracy skills.

## Management Skills

- Be able to set, achieve and monitor individual goals.
- Understanding of and ability to implement HR and OHS policies and practices relevant to the role.

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- Ability to plan and assess and continuously improve the Health and Wellness department in consultation with the Team Leader.
- Ability to plan and assess and continuously improve the content of group fitness classes.
- Be able to set, achieve and monitor individual goals. An ability to manage time, plan and organise individual workload.

## Interpersonal Skills

- Ability to gain cooperation from clients, members of the public and staff at various levels within the organisation.
- Ability to resolve problem situations.
- Well-developed oral communication skills particularly in relation to liaison with community groups, patrons and the public.
- An awareness of self attributes and the part they play in communicating with others.
- Ability to demonstrate integrity, responsibility, innovation and respect in all aspects of the position.
- Excellent presentation skills.
- Appreciation of the different needs of individuals and the ability to convey tolerance and sensitivity to patron's values and beliefs.
- Demonstrated listening and empathetic skills and the ability to communicate verbally with all levels of staff and members of the community.
- Excellent written communication skills
- Friendly, approachable and positive approach.

## Qualifications and Experience

- Certificate III or IV in Fitness or GEL (Group Exercise Leader), or relevant group fitness qualifications (e.g.: Les Mills, Cycle, WETS, Tai Chi, Yoga, Zumba) Candidates will only be engaged for shifts where they have the relevant qualifications.
- Current Senior First Aid certificate, including current CPR.
- Current Working with Children Check
- Experience working in the Fitness industry within a team delivering group fitness classes

## SELECTION CRITERIA

- Qualifications and experience as listed above.
- Current registration with Physical Activity Australia or Fitness Australia. (Preferred)
- Be committed to on-going personal and professional development to maintain industry knowledge at the highest level giving the ability to design and implement safe and effective exercise programs and instructing participants in correct exercise technique.
- Strong communication skills both written and verbal
- Demonstrated ability to implement and monitor adherence to health and safety policies and procedures within a team environment.
- National Police Check
- Flexibility to work across a seven (7) day roster.