

Job Description

VENUES WEST

Position details:

Title:	Health and Fitness Supervisor	Position Number:	07704/07705
Classification:	Level 3		
Branch:	Venue Services		
Directorate:	Venue Management		
Award/Agreement:	Public Sector CSA Agreement and GOSAC Award 1989		
Reports to:	Sales and Services Manager		
Direct Reports:	Health and Fitness Instructors Casual Personal Trainers Casual Group Fitness Instructors		
Special Conditions:	Nil		

About the Organisation

Our Vision is to deliver world class sport and entertainment experiences through the effective management of our venues.

We directly support high performance sport by providing training and competition facilities, direct subsidies to sport on venue and events costs, and through the provision of high performance sport experiences for the community.

We focus on attracting world class sport and entertainment events, providing all Western Australians with the opportunity to be inspired.

About the VenuesWest Way

The VenuesWest Way guides the way we work and the way we model our behaviour.

It is our system of defining and measuring our culture and sets the expectations on how we engage, improve, support and challenge one another to be the safest and best we can be – as individuals and as a collective.

Our signature behaviours:



About the Directorate

The Venue Management Directorate is responsible for the activation of VenuesWest managed facilities through the provision of support for high performance sport and delivery of community and commercial opportunities for sport, recreation and entertainment.

About the Role

The Health & Fitness Supervisor leads the Health & Fitness Team in the operation of safe and quality Health and Fitness programs and services, fostering a positive and customer focussed environment that excels in customer service and engagement; increases retention rates and maximises financial returns.

About the Responsibilities

VenuesWest is committed to the principles of Equal Employment Opportunity (EEO) and diversity in the workplace and the provision of a safe environment for our employees, customers, trainees, students and volunteers. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO legislation, Occupational Safety & Health legislation, VenuesWest's Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.

Administration and Employee Supervision

- Recruits and inducts health and fitness employees to enable them to carry out their duties effectively.
- Monitors performance of employees, providing direction and setting clear performance expectations, and managing underperformance in a timely manner.
- Undertakes the Performance Development and Planning (PDP) process with permanent Health and Fitness employees.
- Rosters health and fitness employees, approves timesheets, and monitors salaries and expenditure against budget, arranging emergency covers as required, this may include after hours and weekends.
- Provides training on products, services and promotions for health and fitness employees.
- Orders, distributes and maintains a log of staff uniform allocations.
- Maintains a database to monitor and ensure currency of all employees' qualifications.
- Assists the Manager Programs, Fitness and Sales with the preparation of budgets and monitoring and reporting on financial performance.
- Updates and maintains information on the VenuesWest websites and Extranet.
- Creation of daily content (photos, videos and/or text) for Marketing to schedule and post to Social Media
- Arranges and checks equipment regularly for loss and damage, ensuring they are clean, safe and tidy; coordinating quarterly servicing, repairs and ensuring maintenance records are kept up to date.
- Orders equipment, first aid and cleaning products, as required, in line with financial management procedures and budget.
- Contributes towards the development of Business Plans and marketing initiatives for the Health and Fitness business area.
- Collaborates with the marketing team to ensure appropriate marketing and promotion for the health and fitness programs and services including coordinating the production of promotional materials.
- Assists in the ongoing review, development and implementation of policies, standards and operating procedures; and ensures operational manuals are current.

Program & Service Delivery

- Coordinates the planning, programming and delivery of safe, quality health and fitness programs and services.
- Monitors the compliance of programs and services with relevant legislation, standards, policies and licensing requirements.
- Coordinates the administration of health and fitness programs and services, such as maintenance of systems, timetables and client allocation.
- Assists the Manager Programs, Fitness and Sales in the review, monitoring and evaluation of the quality, effectiveness and financial viability of health and fitness programs and services.
- Prepares participation reports and monitors programs and services, providing recommendations for improvements and implementing changes where required (& approved) to optimise venue usage and maximise financial returns.
- Keeps up to date with trends and developments within the Health and Fitness industry and makes recommendations for improvements, implementing as required.



- Liaises with the Venue Delivery and Bookings business areas to ensure booking of venue space, physical resources and accurate scheduling and coordination of venue and facility set up and break down as required, including Group Fitness launches.
- Ensures all equipment and facilities are maintained to a clean, safe and tidy condition at all times and adherence to minimum safety standards and OHS regulations.
- Identifies and reports on OHS and other potential risk management issues including recommendations for the resolution on minimizing risks
- Establishes and maintains constant liaison with all team members to ensure the enhancement and successful delivery of services.
- Manages emergency situations for all Health and Fitness Staff to ensure customer service is maintained at a high level.

Member Retention and Customer Service

- Fosters a positive, motivational and customer focused health and fitness environment that excels in customer service and engagement.
- Monitors customer satisfaction levels, responds to feedback and complaints and implements changes for improvement.
- Contributes to the identification of, and engages in, strategies for membership retention, engagement and membership growth.
- Collaborates with the Health and Fitness Team to achieve customer service and sales targets and performance measures.
- Coordinates the delivery of communications and notifications to customers & staff and may be required to do so after hours in emergency situations.
- Plans and implements event days for health and fitness members for increased member engagement and retention.

Occupational Safety and Health

- Reads and understands all emergency plans and safety and health procedures, follows safe work instructions, undertakes emergency management and safety related training and assumes responsibilities as required or directed.

Other

- Other duties as required.

About the Person

The following *essential* capabilities are to be addressed in the context of the responsibilities of the position:

1. Previous skills, knowledge and experience in the administration and delivery of health and fitness operations, including experience in Group Fitness, Personal Training and Gym Floor.
2. Supports shared purpose by understanding organisational objectives, how they relate to the role and makes recommendations for improvements.
3. Organises work to reflect changes in priority; Maintains accurate records and files; Sees tasks through to successful completion.
4. Builds and maintains relationships by keeping clients and colleagues informed, managing progress and responding to changes in client needs; responds to diverse experiences and takes responsibility for delivering customer service.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; Provides accurate information; Stays calm under pressure and ensures work is finalised.
6. Communicates clearly both orally and in writing; listens to, understands and adapts communication styles to the audience.
7. Clarifies work required, expected behaviours and outputs; Gives support and regular constructive feedback; Keeps team members informed of reasons for decisions and ensures understanding of processes and practices; Supports change initiatives and assists employees to understand the purpose and impact.



Qualifications / Certifications

Essential:

- Provide First Aid Certificate (HLTAID003) and Provide CPR (HLTAID001 or equivalent); or capacity to complete within 3 months of commencement.
- Certificate III in Fitness (SIS30315)
- Registered Fitness Professional with Fitness Australia or Aus Active.
- Western Australian Working With Children Check; or capacity to obtain within 1 month of commencement

Desirable:

- Certificate IV in Fitness (SIS40215)
- Group Fitness Certification

Employment Conditions and Eligibility

Appointment to this position is conditional upon:


- providing appropriate evidence of the 'Right to Work' in Australia
- providing a National Police Clearance Certificate (dated within 3 months from the date of application for the position) from a recognised service provider as determined by VenuesWest
- satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position

Important note: The key requirements and attributes detailed above are based on the following core capabilities prescribed in the VenuesWest Job Capability Framework:

- Shapes and manages strategy
- Achieves results
- Builds productive relationships
- Exemplifies personal integrity and self-awareness
- Communicates and influences effectively
- Manages people

Additional information can be obtained by contacting People and Culture on (08) 9441 8362.

Certification:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.		
Peter Bauchop Chief Operating Officer		Date Approved: 16 / 05 / 2019
As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.		
Employee Name:		Date Appointed:/...../.....
Signature:		Date Signed:/...../.....

