

# FITNESS INSTRUCTOR

(07711/07712)

VENUES WEST

<b>AWARD CLASSIFICATION</b>	VWGA / Level 3	<b>ANZSCO</b>	452111
<b>DIRECTORATE</b>	Venue Management	<b>Branch</b>	Programs, Fitness & Sales
<b>LINE MANAGER</b>	Health & Fitness Supervisor	<b>Direct Reports</b>	Nil
<b>SPECIAL CONDITIONS</b>	Nil		

## ABOUT THE DIRECTORATE

The Venue Management Directorate is responsible for the activation of VenuesWest's self-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 Fitness Instructor welcomes members to the Health & Fitness Centre, conducts fitness appraisals and provides guidance and feedback in the instruction of exercise techniques ensuring safe and high quality customer experiences.

## ROLE RESPONSIBILITIES

*VenuesWest is committed to Equal Employment Opportunity (EEO) and diversity in the workplace and providing a safe and inclusive environment for workers and patrons. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO and Work Health & Safety legislation, VenuesWest's Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.*

## FITNESS INSTRUCTION AND FITNESS APPRAISALS

- Supervises the gym floor including instruction to users on correct exercise techniques and equipment use.
- Provides high quality customer service through the assessment, development and delivery of individual fitness programs for Fitness Centre members including:
  - undertaking fitness appraisals assessing medical history and contra indications
  - developing appropriate exercise programs
  - conducting initial workouts of program
  - following up for subsequent workouts and appraisals
- Conducts follow up calls with members in line with member induction policy as directed by the Health and Fitness Supervisor.
- Liaises with other health and fitness professionals.
- Assists in health and fitness research and promotion.
- Administers first aid as necessary.
- Assists and supervises work experience students.

## EQUIPMENT AND SAFETY

- Undertakes cleaning of equipment duties as per schedule.
- Maintains fitness equipment, including lubrication of machines and tightening of weights and organises repairs where required.
- Keeps accurate records of equipment maintenance, repairs and any servicing.
- Reports equipment to the H&F Supervisor when equipment needs replacing, ensuring all equipment is fit for purpose and in safe working order.
- Ensures the equipment is operated safely at all times.

- Helps provide and maintain a safe and clean work environment for both staff and members.
- Follows health and safety procedures and completes incident/first aid report
- Corrects exercise techniques whilst supervising the gym floor.

### **MEMBER RETENTION AND CUSTOMER SERVICE**

- Opens and closes Fitness Centre (on applicable shifts) including:
  - making members feel welcome on entry to the Fitness Centre
  - appraisal bookings and appointments
  - turning on/off all fitness equipment, fans, music, computers
  - returning free weights to weight racks.
- Engages in strategies for membership retention, engagement and growth, including but not limited to:
- Retention calls (at 7, 30 and 90 days)
- On boarding new members at point of sale, outlining programs and services available.
- Promotes the sale of retail products and services such as Personal Training, Fit Club and Services and internal promotions as directed.
- Carries out general administrative responsibilities in the Fitness Centre.
- Educates members on the positive benefits of personal training.
- Assists the Health and Fitness Supervisor to mentor and train new and existing staff.

### **OTHER**

- Takes care to protect one's own health and safety at work and that of others, by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.
- Provides the Health and Fitness Supervisor with administration support with tasks including but not limited to statistics.
- Assists the Health and Fitness Supervisor with the rostering and Management of the Fitness and small group training staff.
- Other related duties, as directed.

### **ROLE REQUIREMENTS**

The following capabilities are to be addressed in context of the responsibilities of the role.

#### **ESSENTIAL**

1. Previous experience working in a fitness centre as a gym instructor including conducting appraisals, designing training programs and providing guidance and feedback.
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.

### **QUALIFICATIONS / CERTIFICATIONS**

#### **ESSENTIAL**

- Certificate III in Fitness (SIS30315)
- Provide First Aid Certificate (HLTAID003 or equivalent) and Provide CPR (HLTAID001 or equivalent); or capacity to complete within 1 month of commencement.
- Western Australian Working With Children Check

## DESIRABLE

- Certificate IV in Fitness (SIS40215)
- Registered Fitness Professional with Fitness Australia

## ABOUT THE VENUESWEST WAY

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



*We champion dreams*



*We deliver safely*



*Together we win*



*We act like owners*



*We celebrate success*

## POSITION CONDITIONS AND ELIGIBILITY

Appointment to this position is conditional upon:

- Providing evidence of 'Right to Work' in Australia
- Providing evidence of a National Police Clearance (dated within 12 months)

**DATE JDF APPROVED** 13 September 2024