

CITY OF WANNEROO POSITION DESCRIPTION – TEAM MEMBER

POSITION TITLE: Gym Instructor	DIRECTORATE: Community & Place	DATE: November 2020
REPORTS TO: Team Leader Health & Fitness	SERVICE UNIT: Community Facilities	LEVEL: Gym Instructor
POSITION NUMBER: 3473 / 3474	SUB UNIT: Wanneroo Aquamotion and Kingsway Indoor Stadium	ROLE FOCUS: Service
ROLE BALANCE: (People/Scheduling/Technical) 10/10/80	JOB FAMILY:	ANZSCO CODE:

ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

DIRECTORATE CONTEXT

The **Community & Place Directorate** has a very strong interface with the community, providing community infrastructure, programs and services as well as advocating for funding and services by other agencies. We provide support for a diverse range of community priorities and encourage the growth of self-sufficient community organisations to assist with addressing these priorities.

POSITION CONTEXT

Under regular supervision of the Team Leader Health & Fitness, this position is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, guided by established policies, procedures, methods and guidelines to undertake activities where the actions and steps are prescribed to meet current and anticipated changing organisational needs across the City's leisure and recreational sites.

The role communicates with a range of customers and stakeholders including members of the public; and City Leaders and employees.

This role requires a level of physical fitness for some activities undertaken. This role may work outside of normal business hours to support the delivery of service unit activities.

A challenging aspect of the role is balancing pre-sales enquiries and administration with post-sales service delivery to effectively engage members and patrons.

The role's high interface with customers is critical to the success of the City's leisure and recreational sites. The role welcomes members, conducts fitness appraisals and provides technical health and fitness advice, ensuring a safe and effective exercise environment.

The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As such, all roles may be

required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent's skills, qualifications and training. A positive, proactive approach to change is required.

FUNCTIONAL ACCOUNTABILITY

Provides gym instruction and support, ensuring that a safe and healthy environment is maintained for customers in accordance with relevant legislation, policies, processes and procedures.

Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

KEY ACCOUNTABILITIES

KEY RESULTS AREAS OUTCOMES

Collaboration &
Teamwork

- Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.
- Thinks critically and actively collaborates with colleagues and Leaders.
- Contributes to the development of business improvement initiatives.

Customers &
Stakeholders

- Acts as a point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.
- Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.
- Encourages customers to utilise Personal Training options and regularly communicates with customers about renewing programs and assessments.
- Ensures that customer service goals are met to support meaningful participation and membership at the Leisure Centre.

Efficient & Effective
Delivery

- Supervises customers on the gym floor, giving technical advice, support and encouragement, and monitoring the safety of all users.
- Conducts pre-activity screenings and fitness appraisals with gym customers and provides advice on appropriate exercise interventions.
- Designs safe and effective exercise programs tailored to individual customer needs and fitness levels.
- Documents all incidents or accidents in accordance with established policies, processes and procedures.
- Supports the delivery of excellent customer outcomes at the City's leisure and recreational sites.
- Participates in business development and implementation of initiatives in line with key business and performance targets.
- Proposes innovation and business improvement initiatives within area of accountability / activity.

Systems & Processes

- Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements.
- Follows the City's administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required.
- Contributes to the development of processes and procedures that support the work of the Service Unit.

Resources,
Governance,
Compliance & Risk

- Reports hazards and equipment faults in accordance with established policies, processes and procedures.
- Undertakes cleaning and routine maintenance of the gym area and equipment in accordance with established policies, processes and procedures.
- Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks.
- Represents the City in an honest, ethical and professional way, ensuring adherence to the City's Code of Conduct.
- Demonstrates high and proactive concern for health, safety, environment, community and the City's reputation.

CAPABILITIES REQUIRED

Qualifications, Requirements and Experience:

- Certificate III in Fitness.
- Provide First Aid Certificate.
- Fitness Australia Accreditation is desirable.
- Relevant experience in a similar role is required.
- Foundational experience in the efficient utilisation of information systems and technology.

Skills and Knowledge:

- Foundational computing, numeracy and literacy skills.
- Foundational organisational skills with the ability to prioritise competing tasks.
- Intermediate customer service skills.
- Intermediate communication and problem-solving skills.
- Knowledge of the practical application of occupational health and safety measures in the workplace, including operations where interaction with members of the public may be reasonably expected to occur.

Key Stakeholder Relationships:

- Support the Facilities Specialist and Team Leader Health & Fitness to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

Role Authorities:

- Local Government Act Regulations and Act delegations, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

VERIFICATION

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

Leader Name

Daniel Webb

Signature



Date

24 March 2021

Next Up Leader Name

Shane Spinks

Signature



Date

1 December 2020