



## Health & Fitness Team Member

### Key Position Information

Job Title: **Health & Fitness Team Member**    Position Reports To: **Health & Fitness Coordinator**

Location: **National Centre of Indigenous Excellence, 180 George St, Redfern**

This position description is intended to be a guide to the principal duties and responsibilities of the post and includes specific tasks by way of illustration. It is not intended to be a definitive or exhaustive list. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

Status: **Casual**

Direct reports: *nil*

### Primary Purpose of Job

The purpose of this role is to support the fitness activities and participation of members on the gym floor, to transition interested clients into personal training, engage members in group fitness sessions and grow membership and member retention of the centre.

The role requires a practical approach, high quality customer service and direct member engagement.

### Qualifications

Completion of an appropriate tertiary qualification, such as Certificate IV Fitness, current Provide First Aid certificate and on-the-job Fitness industry experience.

A NSW Working with Children clearance is required for this role.



Key Result Area (KRA)	Key Performance Indicator (KPI)
<b>Health &amp; Fitness Operations</b>	<ul style="list-style-type: none"> <li>• Maintain weekly personal training target(s), motivate and positively engage with members</li> <li>• Participate and manage member induction process for safety, active member participation and retention</li> <li>• Assist in development, implementation and review of NCIE Health &amp; Fitness products, in accordance with Fitness Australia standards</li> <li>• Manage and deliver safe fitness programming and a variety of Group Fitness classes</li> <li>• Handle any/all member information in line with ethical and privacy guidelines</li> <li>• Build sustainable and effective working relationships with all internal and external stakeholders</li> <li>• Participate in projects and attend relevant meetings as required</li> </ul>
<b>Fitness promotions</b>	<ul style="list-style-type: none"> <li>• Work closely with Health &amp; Fitness Coordinator to develop (where required) and support promotional and member retention campaigns</li> <li>• Ensure no conflicts in the sale or promotion of fitness products or services, direct or indirectly, that could be detrimental to NCIE Fitness</li> </ul>
<b>Facility presentation</b>	<ul style="list-style-type: none"> <li>• Maintain standard of facility presentation by ensuring equipment and facilities are safe and secure, housekeeping is adhered to.</li> </ul>
<b>NCIE's Core Values</b>	<ul style="list-style-type: none"> <li>• Consistently acts in accordance with the NCIE's values, challenges practices inconsistent with these values and uses values as a basis managing relationships and decision making.</li> </ul>
<b>Employee WHS</b>	<ul style="list-style-type: none"> <li>• Modelling healthy and safe behaviour and ensuring personal health and safety at work.</li> <li>• Not adversely affecting the health and safety of other workers or persons including members and visitors.</li> <li>• Proactively detecting and reporting hazards, then reporting them to the line manager to ensure timely and proper control.</li> <li>• Complying with all reasonable instructions, polices &amp; procedures and safely using equipment.</li> <li>• Reporting any incidents (near misses/injury/illnesses).</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>• Assists with developing and managing a consolidated organisational risk and compliance portfolio including but not limited to WHS, financial, people, systems and operational risk.</li> </ul>
<b>NCIE Policies and Procedures</b>	<ul style="list-style-type: none"> <li>• Contribute to the development, compliance, maintenance, training and application of NCIE policies and procedures.</li> </ul>



## Selection Criteria

**The occupant of this position will be able to demonstrate the following criteria:**

1. Excellent customer service and interpersonal skills with a wide variety of individuals, capacity to motivate and inspire member participation and proactively manage interruptions or delays
2. Experience in fitness industry, including group activity leadership, one-to-one training and management of individual safety and risks in the fitness environment
3. Breadth of fitness/health interests and activities to facilitate a range of programs and experience in developing new and innovative programs
4. Administrative capabilities to record attendances, track social and wellbeing outcomes, report against KPI's
5. Highly developed communication skills to effectively facilitate and negotiate significant outcomes with a wide range of people, including the ability to communicate effectively with Aboriginal people and Torres Strait Islanders and a knowledge and understanding of their cultures.
6. Computing skills, particularly the ability to utilise the Microsoft Office suite of applications in a MS Windows environment.
7. *Desirable:* NSW Driver's License

## Practical Requirements

The preferred candidate will be engaged on a Casual Employment Agreement.

Work outside of the normal hours of duty may be required. Some travel may be required.

Employment will be subject to a Criminal History Check and the candidate must have or have the ability to get a NSW Working with Children Check clearance. Possession of a valid driver's license is desirable. Any disqualification of your driver's license may result in termination of employment.

