



## Health and Fitness Team Member

### Key Position Information

Job Title: **Health and Fitness Team Member**

Position Reports To: **Health and Fitness Coordinator**

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

Status: **Casual**

Direct reports: **Nil**

### Primary Purpose of Job

The purpose of Health and Fitness Team Member 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 with a high level of customer service and positive direct member engagement.

### Qualifications

- Certificate IV in Fitness or relevant Fitness qualification.
- Valid CPR Certificate (HLTAID001) and First Aid Certificate (HLTAID003).

### Function

### Accountabilities

#### Operational

- Maintain weekly personal training target(s), motivate and positively engage with members.
- Participate and manage member induction process for safety, active member participation and retention.
- Assist in development, implementation and review of NCIE Health & Fitness products, in accordance with Fitness Australia standards.
- Manage and deliver safe fitness programming and a variety of Group Fitness classes.
- Handle all member information in line with ethical and privacy guidelines.
- Build sustainable and effective working relationships with all internal and external stakeholders.
- Carry out shift reporting and other reasonable duties and participate in special projects.
- Work closely with Health & Fitness Coordinator to develop (where required) and support promotional and member retention campaigns.
- Ensure no conflicts in the sale or promotion of fitness products or services, direct or indirectly, that could be detrimental to NCIE Fitness.
- Maintain standard of facility presentation by ensuring equipment and facilities are safe and secure, housekeeping is adhered to.
- Perform any other duties as reasonably directed by NCIE.

#### People

- Consistently provides support to the team to achieve organisational outcomes.
- Support customer service staff in membership processing, conflict resolution, customer care as required.
- Provide open, honest and timely communication.

#### Key Internal & External Relationships

- Build and sustain effective working relationships with a network of internal and external stakeholders and ensure that all interactions with partners, educators and communities foster positive relationships.
- Participate in meetings to represent work group perspective and share information.
- Be proactive and flexible in working across various areas of the business using skills and knowledge where needed.
- Ensure a collaborative, cohesive and functional team work environment.
- Work collaboratively to contribute to achieving the team's business outcomes.



<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 use values as a basis managing relationships and decision making.</li></ul>
<b>Employee WHS</b>	<ul style="list-style-type: none"><li>Models healthy and safe behaviour and ensures personal health and safety at work.</li><li>Not adversely affecting the health and safety of other workers or persons.</li><li>Proactively detecting and reporting hazards, then reporting them to the line manager to ensure timely and proper control.</li><li>Comply with all reasonable instructions, policies and 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>Actively participate in risk assessment reviews as required and adhere to policy and operating procedures developed to manage workplace risks.</li><li>Adhere to and uphold the 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>Abide by and uphold the NCIE policies and procedures.</li></ul>

### Selection Criteria

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

- 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.
- Experience in fitness industry, including group activity leadership, one-to-one training and management of individual safety and risks in the fitness environment.
- Possesses a breadth of fitness and health interests and activities to facilitate a range of programs and experience in developing new and innovative programs.
- Administrative capabilities to record attendances, track social and wellbeing outcomes, report against KPI's.
- 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.
- Computing skills, particularly the ability to utilise the Microsoft Office suite of applications in a MS Windows environment.

### Practical Requirements

The preferred candidate will be engaged on a casual contract.

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

Employment will be subject to a National Police Clearance and the ability to get a NSW Working with Children Check clearance is essential.



**Applications from Aboriginal and Torres Strait Islander people are strongly encouraged.**