

Job title: Health and Fitness Manager	
Classification: Band 6 Annualised	Effective Date: May 2023
Reports to: Leisure Centre Manager	Tenure: Permanent Full Time

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

Manage the effective and efficient delivery of a range of fitness programs and services including gym, group fitness, personal training and small group training to ensure high quality service is provided at Aqualink.

Key Responsibilities

Position Specific Responsibilities

- Manage the Health & Fitness area under the principles of best practise and within relevant industry regulations.
- Responsible for the ongoing planning, strategic development, implementation, supervision and evaluation of program activities undertaken in the area.
- Provide leadership and direction to direct and indirect reports in the area including recruitment, training and development.
- Oversee the development and management of staff rosters according to customer demand, budgets and organisational practice.
- Develop and monitor the area budget and business plan in conjunction with the Centre Manager.
- Complete capital works request and undertake project management and/or monthly monitoring to ensure that operations are within budget parameters.
- Provide input into centre operational policy and procedures.
- Foster positive and effective relationships between stakeholders and industry contacts to promote the efficient management and development of Aqualink.
- Ensure the accurate, efficient and timely completion of all reports, internal and external communication for the area to meet organisational reporting requirements
- Keep abreast of trends in the industry
- Positively promote Aqualink and Aqualink programs
- Engage with members and patrons to maintain relationships and facilitate retention with regular users.
- Liaise with and supervise contractors.
- Coordinate and/or participate in various projects and programs across the Centre as required.
- Ensure all employees are working in accordance with safe work practises and in the safe operation of equipment and OHS policies and procedures.
- Provide excellent customer service to all patrons in accordance with Centre policies and respond to customer feedback relating to relevant area.
- Contribute to the development of Centre marketing plans.
- Ensure routine cleaning and maintenance tasks are performed to ensure the area is clean and maintained to a high standard.

- Treat all patron information in accordance with the Privacy Act
- Ensure the safety of patrons in the area and respond to first aid and emergency situations in accordance with Centre procedures.
- Act as Area Warden in emergency evacuations as required.
- Administer purchase orders and invoices related to the area.
- Develop and maintain effective working relationships with Leisure Facilities Leadership Team to facilitate efficiencies and consistency across centres.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.

Accountability and Extent of Authority

Budget: The position has the authority to administer purchase orders and invoices relating to the area. The position is responsible for developing and monitoring the area budget with the oversight of the Leisure Centre Manager.

Staff responsibility: The position will be responsible for the management of the Health and Fitness Coordinator and Group Fitness Team Leader and general supervision of the health and fitness teams.

Judgement and Decision Making

- The position has the authority to act within clear objectives and budgets.
- The work may involve improving and or developing methods and techniques generally based on relevant experience.

- Problems encountered are occasionally of a complex or technical nature and some creativity and originality may be required.
- Will liaise with the Leisure Centre Manager on any significant issues.
- Guidance and advice would usually be available within the time required to make a choice.

Specialist Knowledge and Skills

Certificates/Licences and Experience:

- Relevant tertiary qualifications in a related field or lesser formal qualifications, including a Certificate IV in Fitness with substantial relevant experience.
- A comprehensive knowledge of the technical and operational aspects of program and service delivery, including managing a large workforce of permanent and casual staff and being responsible for the strategic development, planning and implementation of health and fitness activities and programs.
- Registration through Fitness Australia, Physical Activity Australia or equivalent
- Demonstrated experience in staff supervision.
- HLTAID001 Provide CPR (or willing to obtain as part of employment).
- HLTAID003 Provide First Aid (or willing to obtain as part of employment).
- 22300VIC Anaphylaxis qualification (or willing to obtain as part of employment).
- 22282VIC Asthma qualification (or willing to obtain as part of employment).
- Satisfactory National Criminal History Check.
- Working with Children Check (or willing to obtain as part of employment)

Technology:

- Proficiency in the application of the Microsoft Office suite of applications
- An understanding of Point of Sale systems and database management
- Thorough working knowledge of gymnasium equipment.

Other Technical Skills:

- Demonstrable skills in delivering excellent customer service and sales.
- Excellent administration skills
- Good public relations and marketing skills
- Understanding of Centre operations and objectives and ability to review and develop systems and procedures accordingly.
- Ability to identify community needs and provide input into the development of innovative program solutions for the Health & Fitness program areas.

Other Skills and Attributes:

- Relevant tertiary qualification in related field.

- Fitness instructor (group exercise) qualifications.
- Les Mills qualifications.
- SISSS00111 Pool Lifeguard qualification.
- Experience with PGS point of sales software system.
- Experience with FitDesk and GreeneDesk software system

Interpersonal Skills

- Excellent oral and written communication skills to enable positive interaction with and obtain the cooperation and assistance from patrons, members of the public and employees.
- Ability to write reports and prepare correspondence.
- Excellent presentation skills.
- Ability to resolve complex problems relating to the administration and reception area and intra-organisational problems.
- Appreciation of the different needs of individuals and the ability to convey tolerance and sensitivity to patron's values and beliefs.

Key Relationships:

- The position will liaise with other Leisure Facility Leadership Team members, senior staff, patrons, suppliers, contractors, peak industry bodies and consultants.
- This position is required to maintain professional relationships with patrons, contractors, suppliers, service providers, professional bodies, schools, sporting clubs and community groups.

Management Skills

- Ability to provide direction, mentoring, leadership and structured training to the team.
- Ability to work as part of a team and individually in a largely autonomous role.
- Ability to manage own time, set priorities and plan and organise one's own work and that of supervised employees to achieve the set objectives of the team in the most efficient way possible within the resources available and within a set timetable.
- Understanding of and ability to implement People and culture and OHS policies and practices relevant to the role.
- Oversee the recruitment, leadership, training and development of staff.
- Friendly, enthusiastic and professional approach.

Notes and Comments

- The position includes an inherent physical requirement to lift and move exercise equipment and safely demonstrate exercise techniques. Please refer to the Physical and Functional Requirements Checklist for more information. Short listed candidates may be required to attend a pre-employment medical examination.
- The position may be required to attend out of hours meetings, training sessions and events.
- The position may be required to work from different locations within the municipality.
- The position may be required to work shifts anywhere within the Centre's ordinary spread of hours, excluding events and emergency situations where hours may be outside of the below spread:
 - Monday to Friday 4.30am – 11.30pm
 - Saturday 4.30am – 10.30pm
 - Sunday and public holidays 7.00am – 10.30pm
- The position requires work on a rotational weekend basis.

Key Selection Criteria

1. Demonstrated experience and innovation in supervision of Health & Fitness programs and service delivery including gym floor, group fitness and associated specialist programs.
2. Demonstrated experience in leading a team of permanent and casual staff and providing direction, mentoring, leadership and facilitating professional development opportunities.
3. The qualifications/certificates/licences and experience as listed under specialist knowledge and skills.
4. Demonstrated ability to manage time, set priorities and plan and organise employees and a team to effectively deliver quality outcomes within timelines and resources.
5. Demonstrated performance as an effective team player and with capacity to be an active member of the Leisure Facilities Leadership Team.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	✓	Performed Often	
Hand/Arm Movement Tasks involve use of hand/arms	✓	Performed Often	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	✓	Performed Often	
Standing Tasks involve standing in an upright position	✓	Performed Often	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	✓	Performed Often	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	✓	Performed Often	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	✓	Performed Often	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	✓	Performed Often	
Keyboard Duties Tasks involve sitting at workstation and using computer.	✓	Performed Often	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	✓	Performed Often	

Any other relevant comments: