



Aligned Leisure

ACN 608 613 350

Swinburne Centre, Yarra Park, Richmond

PO Box 48 Richmond VIC 3121

alignedleisure.com.au

POSITION DESCRIPTION

POSITION TITLE:	Fitness Professional (Gym Instructor & Personal Trainer)
EMPLOYER:	Aligned Leisure
LOCATION:	Mildura Waves
DEPARTMENT:	Fitness
REPORTS TO:	Head of Fitness
DIRECT REPORTS:	Nil
TYPE OF EMPLOYMENT:	Casual
KEY RELATIONSHIPS:	Members and guests of Mildura Waves

ABOUT US:

Aligned Leisure is a 100% owned subsidiary company of the Richmond Football Club, established as a vehicle to manage the operations of Richmond's health, fitness, and leisure business activities.

Our programs and services are not about us, they are about our partners and they will always be in total alignment with the needs of the specific community that we are servicing. We deliver best value to our partners by aligning our programs and services with local Municipal Health and Wellbeing Plans that highlight unique key community priorities.

POSITION PURPOSE:

Fitness Professionals will engage with members and guests to ensure a safe, fun and fulfilling fitness environment. They will support members in their fitness goals by creating tailored, rewarding and fun fitness plans which will also increase member retention.

As a professional fitness instructor, they will operate with great pride and professionalism, maintain an immaculate gymnasium and will continually educate themselves.

They will impart knowledge in accordance with their education and training.

This position will work relentlessly to implement the Aligned Leisure purpose of CONNECTING TO THRIVE AND WIN, values of AWARE, DISCIPLINED, RELENTLESS and UNITED, and associated behaviours throughout the entire team.

Aware + Disciplined
+ Relentless + United

KEY RESPONSIBILITIES:

1. Fitness instruction

- Provide professional fitness instruction to all members and guests.
- Engage with each and every customer who enters the gymnasium.
- Create tailored, rewarding and fun fitness programs for members.
- Actively support initiatives to retain members.
- Ensure developed programs support a wide range of activities, including group fitness and sport and also utilises community assets other than the Mildura Waves, including seasonal aquatic facilities, parks, gardens and other facilities and programs.
- Ensure instruction includes nutrition advice and promotes education and any nutrition programs offered.
- Identify members at risk of leaving, providing additional support to maintain their fitness programs at the centre.
- Actively drive members into participation in other fitness programs including personal training, small group training and group fitness.
- Maintain an expert level of knowledge of latest industry trends.
- Support the Head of Fitness in the delivery of health and fitness programs in accordance with annual plans.
- Be available to assist in the delivery of Healthy Mildura programs throughout the region.

2. Gymnasium supervision

- Oversee the operation of the gymnasium.
- Be visibly present and engaging with all customers.
- Manage customer behaviour in line with etiquette guidelines.
- Welcome and educate new participants so they feel comfortable in the gymnasium environment.
- Ensure equipment is used in a safe manner and undertake cleaning of equipment on each shift.
- Ensure all reports, checklists and procedures are completed and signed off by the Duty Captain.

3. Health and safety of all staff and customers

- Comply with all applicable policies and procedures.
- Oversee the evacuation the gymnasium as directed by the Duty Captain and in accordance with training.
- Act as Area Warden for the gymnasium.
- Implement and document hazard and environment inspections, risk assessments, risk controls and corrective actions.
- Risk assess work instructions to identify any hazards and take action to rectify any identified risks.

4. Outstanding service delivery to all customers and stakeholders

- Aligned Leisure will be renowned for delivering outstanding service and providing memorable experiences for our customers. In your role, you will be relentless in identifying these opportunities and you will always ask yourself “How would I want a member of my family treated in this situation?”
- All Aligned Leisure staff will understand and deliver on our customer charter and service promise.

Fitness Professionals may from time to time be required to undertake other tasks as directed by the Head of Fitness and/or the Fitness Captain.

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ESSENTIAL QUALIFICATIONS AND EXPERIENCE:

- Certificate III and IV in Fitness or equivalent.
- Current First Aid and CPR Certificate.
- Working with Children Check.
- Previous experience in customer service.

PERSONAL ATTRIBUTES:

- Focussed on the customer.
- Understands/enjoys the leisure industry and motivated to serve Aligned Leisure.
- The ability to provide coaching and mentoring to members.
- Relentless in their approach to delivering exceptional service.
- Engaging and outgoing.

APPROVED: SHANE DUNNE

Chief Executive Officer, Aligned Leisure

19 August 2018

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