

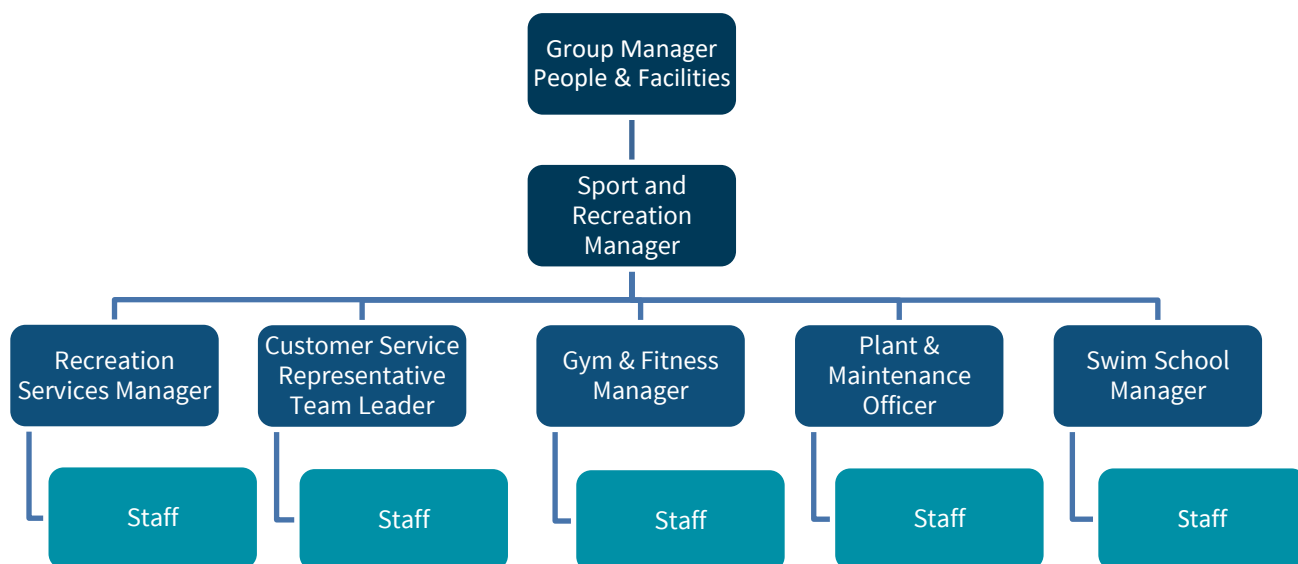
Position Description

Position Title:	Gym Instructor
Reports To:	Gym & Fitness Manager
Team:	Sports Facility
Group:	People & Facilities
Employment Type:	As per offer letter
Date Modified:	March 2023

Purpose

Provide instruction and supervision in our gym and group fitness facilities to ensure a safe, and high quality experience for all customers.

Group Structure



our Purpose

Supporting our communities to thrive by working together to provide services and places for people to connect, grow, live, work and play.

our Values

Our Values describe how we are going to achieve our purpose and vision, and they underpin how we work; they support how we make decisions, how we treat each other and our communities, and how we behave everyday. They guide us all and they apply to everyone in our organisation, no matter where we work or what we do.



- ✓ Build trust by communicating openly and acting with integrity
- ✓ Apply a customer lens to everything we do
- ✓ Make responsible decisions by balancing different needs
- ✓ Plan for our future and think sustainably
- ✓ Take responsibility and "own" our roles



- ✓ Know our stuff and encourage knowledge sharing and professional growth
- ✓ Learn from our successes and mistakes
- ✓ Aim to improve and innovate by questioning the status quo & bringing ideas to life
- ✓ Focus on solutions
- ✓ Follow through with our commitments



- ✓ Collaborate and tackle challenges together
- ✓ Work with and for our communities
- ✓ Think about how our work impacts others
- ✓ Acknowledge and celebrate our achievements
- ✓ Value and encourage social connections



- ✓ Encourage diverse ideas
- ✓ Keep an open mind
- ✓ Have empathy for and support one another
- ✓ Care for the wellbeing and safety of ourselves and others
- ✓ Seek to understand what is important to others

Key Accountabilities

Gym Instruction

- Induct customers to the facility to ensure correct and safe use of all equipment and exercise.
- Supervise gym members to ensure appropriate use of gym equipment.
- Provide members with fitness assessment services and prepare programmes appropriate to their goals and ability.
- Ensure customers are aware of other services the EA Networks Centre has available which might be appropriate for them.
- Provide gym members with encouragement, motivation and general exercise, health and fitness advice.
- Provide advice for gym members regarding alternative training methods when appropriate (eg. clients with disabilities, special needs and/or rehabilitation advice).
- Maintain gym equipment to a clean and hygienic standard and to ensure safety at all times.
- Liaise with the Gym Supervisor regarding any faults with gym equipment or gym space.

General

- Work effectively with the rest of the Gym and Sports Facility Staff to develop strong working relationships.
- Maintain your personal level of fitness, current competency and all required qualifications as described under specialist expertise
- Hold a current first aid certificate and provide basic first aid assistance to staff and customers in need, in accordance with established procedures.
- Perform duties of other staff as required to provide cover and absences of staff, ensuring that all assigned areas are supervised at all times and established rules and procedures are adhered to.
- Attend and take an active role in staff meetings and training.
- Provide clear and accurate information to the customers about the range of facility services and programmes offered, to encourage ongoing custom.
- Proactively assist other staff to maintain a high standard of facility presentation.

Corporate Contribution

- Contribute to and follow the organisation's governance, corporate plans, policies, projects, initiatives and strategies.
- Participate in performance development and assessment processes.
- Contribute to and follow health and safety policies and procedures, including accurate reporting.
- Ensure proper care and use of plant, vehicles and equipment.
- Assist in providing civil defence functions and / or maintain the provision of essential services in emergency management events.
- Undertake any other relevant duties, including attending out of hour's meetings as requested by your Manager or Group Manager.

Position Requirements

The below qualities, knowledge and skills are the key focus for this role and are used to assess an applicant's suitability for the role and the incumbent's performance in the role.

Personal Qualities

Customer Focus

- Listens to customers and actively seeks to meet or exceed customer needs.
- Looks beyond the obvious to improve levels of service.
- Committed to delivering high quality outcomes for customers.

Self Awareness

- Maintains a consistent and sensible pattern of behaviour under pressure.
- Plans and prioritises work to ensure outcomes are achieved and obstacles are managed.
- Recognises own limitations, asking for assistance and working with others to ensure plans are achieved.

Teamwork

- Cooperates, collaborates and shares information with others in pursuit of team goals.
- Shows consideration, concern and respect for others feelings and ideas while accommodating to their style of working.
- Encourages constructive resolution of conflict within a group.

Knowledge and Skills

Communication Skills

- Organises information in a logical sequence using content appropriate for the purpose and audience, obtaining feedback to ensure understanding.
- Speaks clearly, concisely and confidently using a polite and considerate manner.
- Ensures written communication contains the necessary information to achieve their purpose.

Initiative and Enthusiasm

- Demonstrates enthusiasm, commitment and capacity for sustained effort and hard work.
- Demonstrates a proactive and self-starting approach.
- Sets high standards of performance for self and others, ensuring ownership of actions.

Specialist Expertise

- Hold or be prepared to obtain a formal qualification in the health and fitness industry.
- Hold or be prepared to obtain a current First Aid Certificate.
- Hold or be prepared to obtain a REPS (Registration of Exercise Professionals).