



Aligned Leisure

ACN 608 613 350

Swinburne Centre, Yarra Park, Richmond

PO Box 48 Richmond VIC 3121

alignedleisure.com.au

POSITION DESCRIPTION

POSITION TITLE:	Group Fitness Instructor
LOCATION:	Manningham City Council
REPORTS TO:	Head of Fitness & Programs
DIRECT REPORTS:	Nil

ABOUT US

Aligned Leisure enriches communities and ignites connections. We partner with local government authorities and schools to enable their communities to thrive through arts, aquatic, fitness, health, sport and wellbeing services.

Aligned Leisure delivers transformational solutions precisely tailored to the unique needs of our partners and the local community. It is our DNA. We bring our partner's plans to life using our unique leisure management services. We improve health and wellbeing, drive community connection, and develop high-performing people.

Aligned Leisure is part of the Richmond Football Club, Australia's most diversified sports organisation. Driven by our purpose of **connecting to thrive and win**, the Club connects with communities around Australia through cultural awareness, education, fitness, football, health, multiculturalism, sports and reconciliation.

POSITION PURPOSE:

Group Fitness Instructors will lead exciting, dynamic, fun and challenging group fitness classes. They will support members in their fitness goals through connection in a group environment 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 Class Instruction

- Provide professional fitness instruction to all members and guests.
- Deliver the timetabled class in accordance with training.
- Be visibly present and engaging with all customers.
- Ensure classes start and end on time.
- Manage customer behaviour in line with etiquette guidelines.
- Welcome and educate new participants so they feel comfortable in your class.
- Ensure equipment is used in a safe manner.
- Ensure room and equipment is left in good order, clean and tidy after your class.
- Engage with members outside of classes and encourage attendance to classes.
- Actively support initiatives to retain members.
- Maintain an expert level of knowledge of your chosen classes.
- Support the Head of Fitness and Programs in the delivery of health and fitness programs in accordance with annual plans.
- Be available to assist in the delivery of the Active Manningham programs throughout the Shire.
- Ensure all reports, checklists and procedures are completed and signed off by the Duty Captain.

2. Health and Safety of all staff and customers

- Comply with all applicable policies and procedures.
- Oversee the evacuation the group fitness room(s) as directed by the Duty Captain and in accordance with training.
- Implement and documents 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.

3. 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.

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

Aware + Disciplined
+ Relentless + United



KEY RELATIONSHIPS:

- Members and guests
- Duty Captain

ESSENTIAL QUALIFICATIONS AND EXPERIENCE:

1. Certificate III and IV in Fitness or equivalent
2. Fitness Australia certified or equivalent
3. Training in Les Mills programs (if relevant)
4. Previous experience in customer service
5. The position will be subject to relevant pre-employment checks such as a Police Check and must maintain a current working with children check
6. The successful applicant must hold or be willing to attain first aid and CPR qualifications

PERSONAL ATTRIBUTES:

1. Focused on the customer
2. Understands/enjoys the Leisure Industry and motivated to serve Aligned Leisure
3. The ability to provide coaching and mentoring to members
4. Relentless in their approach to delivering exceptional service
5. Engaging and outgoing

APPROVED: SIMON BRYSON

General Manager - Operations

March 2023

Aware + Disciplined
+ Relentless + United

