

## Position Description

<b>Position Title:</b>	Health & Fitness Coordinator	<b>Department:</b>	Health & Fitness
<b>Reports to:</b>	Health & Fitness Manager	<b>Supervises:</b>	Gym Instructors Personal Trainers Health & Fitness Assistant
<b>Internal Liaisons:</b>	Managers, Coordinators and all Employees of PARC.		
<b>External Liaisons:</b>	PARC members and guests, Industry Organisations (e.g. AUSactive, ARV), Equipment & Service Suppliers (Technogym)		

### Position Purpose

The purpose of the Health Club Coordinator is to ensure the Gym experience, and associated programs such as Personal Training, are delivered to the highest standard.

Leading by example, this position provides leadership, guidance and support to the Gym Instructors and Personal Trainers to provide exceptional service to the members and drive strong retention through positive culture in the gym.

The Health & Fitness Coordinator will develop, deliver and supervise fitness programs that are designed for PARC members and guests, whilst ensuring the gym is safe and that programs are professionally delivered in accordance with AUSactive and PARC program requirements.

### Responsibilities

#### Key Responsibilities

##### Leadership

Supporting the Health & Fitness Manager, you will:

- Lead the Gym Instructors and Personal Trainers to deliver a high level of customer experience on gym floor, fitness appointments and personal training sessions.
- Coordinate regular training and development and feedback sessions with the Gym Instructors and Personal Training team.
- Support in the recruitment of Gym Instructors and Personal Trainers where needed including inductions and staff training.
- Manage gym floor and fitness appointment rostering, ensuring full coverage and meet demand.
- Participate in the development of annual budgets and monthly financial reporting including member onboarding, attendance to appointments and Personal Training sessions.
- Build productive working relationships amongst all departments through effective communication.

##### Program Oversight and Delivery

- Oversee personal training and small group training programs, including lead generation, onboarding and ongoing review of the procedures to ensure the best experience for the customer and team.
- Oversee the small group personal training membership including growth and retention of these members.
- Ensure quality control of all Personal Training sessions delivered at PARC.
- Manage new personal training members ensuring an appropriate match of personality and skills with PARC's Personal Trainers.
- Manage external groups for personal training ie. Tool for the trade, salvocare, Frankston RSL
- Grow and develop programming to increase the net growth of teen fitness members and member satisfaction.
- Develop and foster a club culture amongst members and promote other fitness and recreation activities within PARC.

##### Safety and Standards

- Provide a professional public image and maintain a safe, informative and friendly club environment.
- Ensure personal trainers are using technology to its full potential to engage with PARC members (MyWellness, equipment functionality).
- Oversee Equipment maintenance
- Review and update risk assessments relevant to the Health Club.
- Ensure that all employees maintain relevant certifications and have refresher training as recommended for maintaining best practice standards.
- Ensure all activities within the gym are compliant with AUSactive's regulatory guidelines.
- Ensure all duties are performed in accordance with PARC's health, hygiene, quality and safety standards.

- Provide and maintain a safe and clean working environment for all members and staff.

**Additional Responsibilities**

- Participate and support other special projects as required.
- Undertake other key responsibilities or activities as directed.

**Competencies**

**Competencies and Qualifications**

- Certificate III and IV Fitness (Essential)
- Diploma in Health and Fitness (Desirable)
- Current First Aid and CPR Certificate (Essential)
- Leadership Experience
- Health & Fitness Industry experience (minimum 3 years)
- Experience in roster management
- Experience in managing and delivering health and fitness programs
- Customer service excellence
- Planning and organisational skills
- Computer literacy skills

**Attributes**

**Personal Attributes**

- Strong leadership skills
- Ability to manage challenging situations and conversations
- Customer focused
- Attention to detail
- Well-developed communication skills – verbal and written
- Proactive and organised
- Ability to create positive team and club culture
- Ability to collaborate and develop productive working relationships with all departments and their team leaders

**Standards of Behaviour**

**Equal Employment Opportunity “Respect”**

**Work Health & Safety “OH&S”**

**Code of Conduct**

**Policies & Procedures**

**Confidentiality**

Peninsula Leisure employees are expected to:

- Contribute to the efficient functioning of the team in order to meet Peninsula Leisure objectives.
- Demonstrate and comply with professional workplace behaviours, Peninsula Leisure’s Code of Conduct, Policies, Procedures and Confidentiality requirements.
- Participate in the planning, development and review of performance objectives associated with the role.
- Comply with Peninsula Leisure’s Equal Employment Opportunity by treating all others with respect and consideration.
- Take reasonable care to ensure your own health and safety at work and that of any other person, and by co-operating with management in the keeping of a safe work place.

**Peninsula Leisure Values**

**Employees are expected to act responsibly & in the best interest of Peninsula Leisure – our shareholders, our clients and other employees**

We think PEOPLE:

- We align the customer and employee experience
- We welcome and engage every member of our many communities.
- We act with integrity, honesty and respect

We REIMAGINE

- We have the courage to be unique and to think differently
- We use the best resources and aligned partnerships to drive change
- We celebrate success and recognise failure as a platform for future success

We DELIVER

- We believe in excellence and quality in service and practice
- We work as ONE TEAM to pursue success and build commitment through collaboration
- Our engagement with our customers and communities ensures we act in their best interests, for their benefit

Please acknowledge that you understand this position description by signing both copies, one copy should be retained by yourself and the other copy is to be returned to Talent and Culture

<b>Employee</b>		<b>Signature</b>		<b>Date</b>	/ /
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