CVM

CITY VENUE MANAGEMENT

POSITION DESCRIPTION

Position Title:

GROUP FITNESS/ FITNESS INSTRUCTOR

Position Classification:

FITNESS AWARD

OUR PURPOSE

CREATE EXPERIENCES THAT DELIGHT AND ENGAGE.

At City Venue Management (CVM), every person plays an important role in creating experiences that delight and engage. Our truths are unique to us, they shape how we behave and underpin our purpose. As an employee of CVM you are expected to model behaviour aligned with our truths:

FUN AND ENERGY ARE CONRAGIOUS

Positivity feeds positivity, smiles provoke smiles

People are drawn to environments that are challenging yet enjoyable

Don't wait for others to infect you. "BE THE SOURCE"

NEW KNOWLEDGE DRIVES PROGRESSION

We grow by seeking internally and externally

Education, experience, observing, practicingDon't wait for others to

Seek to understand "BE CURIOUS"

COLLABORATION ENABLES CREATIVITY

Diverse teams working toward common goals develop unique solutions

Respectful, passionate disagreement and refined ideas lead to innovation

Integrated teams leverage "COLLECTIVE GENIUS"

SIMPLICITY ALLOWS AGILITY

It's simple to make things complex and complex to make them simple

Strive to find practical solutions to challenging problems

Big organisations can be fast, "FLEXIBILITY CREATES FREEDOM"

MATURITY IS NOT AN AGE

Empowered to do what you like, maturity is to do what is right

Resilience, compassionate, dependable, courageous

The ongoing commitment to remain consistent "EMBRACE OWNERSHIP"

POSITION PURPOSE

The Group Fitness Instructor is responsible for planning and delivering safe, engaging and effective group exercise classes in line with the requirements of each class type, intensity level and relevant exercise principles.

The role supports members to participate confidently in group exercise by creating a positive and welcoming environment, providing appropriate instruction and feedback, and responding to individual needs where required. The role also contributes to member engagement, retention and awareness of CVM products and services.

RELATIONSHIPS

Reports to: Health Club Manager

Staff responsibility: Nil

Key internal relationships:

- GM of Health Club
- Health Club team members
- Customer Service team members
- Facility Manager

Key external relationships:

- Health Club members and patrons
- Local businesses and community groups

KEY RESPONSIBILITIES

GROUP FITNESS DELIVERY

- Arrive sufficiently prepared prior to each class to ensure the space and equipment are ready for participants.
- Conduct appropriate warm-up and cool-down activities in line with the class format.
- Provide exercise modifications, regressions and progressions to support participant needs and abilities.
- Monitor participant technique and provide appropriate corrective guidance throughout the class.
- Deliver classes in accordance with approved programming, brand standards and instructor qualifications.
- Maintain appropriate music, timing and class flow consistent with the relevant group fitness format.
- Encourage members to participate regularly and support a positive group fitness community.

CUSTOMER EXPERIENCE AND ENGAGEMENT

- Welcome participants to classes and engage with members before and after sessions where appropriate.
- Assist new participants to understand the class format, equipment requirements and expectations.
- Encourage member participation across suitable group fitness programs and activities.

- Provide general information regarding class timetables, programs and health club services.
- Refer member enquiries or opportunities to the appropriate team member where further assistance is required.
- Support health club events, activations, challenges and member engagement initiatives where required.
- Gather informal member feedback and share relevant insights with the Health Club Manager or relevant leader.

SAFETY AND COMPLIANCE

- Conduct pre-class checks of the exercise area and equipment and report any faults, hazards or maintenance concerns.
- Ensure participants are provided with relevant safety instructions before and during classes.
- Monitor participant wellbeing throughout classes and modify or cease activities where a safety concern is identified.
- Follow emergency procedures and assist with emergency responses where required.
- Ensure equipment is returned and stored safely following classes.
- Maintain required qualifications, registrations and professional development relevant to the classes being delivered.
- Ensure class attendance or participation records are completed accurately where required.
- Follow infection control, hygiene and cleaning requirements relevant to group exercise areas and equipment.

QUALIFICATIONS

Required:

- Blue Card (Working with Children Check)
- Current First Aid
- Current CPR
- Certificate III or IV in Fitness

Desirable:

- Additional group exercise qualifications relevant to the classes delivered.
- Experience delivering multiple group fitness class formats.

KEY SKILLS AND EXPERIENCE

- Experience delivering group fitness classes in a health club, fitness or leisure environment.
- Strong knowledge of safe exercise principles and group fitness practices.
- Ability to confidently instruct, motivate and engage members across a range of fitness levels.
- Strong customer service and relationship building skills.
- Clear and confident communication skills.
- Ability to identify and respond appropriately to member needs.
- Ability to manage competing priorities and maintain a high standard of service.

- Ability to quickly learn and use relevant software and systems.
- Demonstrated ability to work collaboratively with team members.
- Strong commitment to health, safety and compliance.

ALIGNMENT TO OUR 5 TRUTHS

Fun and energy is contagious: Creates an energetic, welcoming and enjoyable environment that encourages members to participate and stay engaged. Brings positivity and enthusiasm to group fitness classes and member interactions.

New knowledge drives progression: Maintains and develops fitness knowledge and skills through training, experience and ongoing learning. Remains curious and open to new approaches that improve the member experience.

Collaboration enables creativity: Works positively with Health Club team members and other CVM team members to support shared goals. Communicates openly and respectfully and contributes to a supportive team environment.

Simplicity allows agility: Takes a practical approach to delivering classes and supporting members. Adapts instruction and approach to meet changing member and operational needs.

Maturity is not an age: Takes ownership of responsibilities and follows through on commitments. Acts professionally, reliably and respectfully and makes decisions that support member safety, the team and CVM.

LEGAL REQUIREMENTS

QLD Child Protection Act

It is an offence under the QLD Child Protection Act 1999 for a person convicted of a serious offence to apply for or perform this position. The QLD Child Protection Act 1999 requires the following to be completed:

- Any person in this position must hold and maintain a current Positive Notice and Blue Card from the Commission for Children & Young People & Child Guardian.

Duties under WH&S Act

Under the Work Health & Safety Act 2011 an employee, whilst at work, must:

- Take reasonable care for his or her own health and safety.
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as the employee is reasonably able, with any reasonable instruction given by the person conducting the business to allow that person to comply with this Act.
- Co-operate with any reasonable policy or procedure of the person conducting the business relating to health or safety at the workplace that has been notified to employees.

ACKNOWLEDGEMENT

By accepting this position, I acknowledge that I have read and understand the expectations of this role as outlined in this position description.

I understand that I am required to comply with all City Venue Management policies and procedures, and that these form part of my employment obligations.

I confirm that I will act in accordance with these requirements at all times.