

Fitness Instructor (Part Time)

Venues NSW has the responsibility and privilege of managing several stadium and entertainment precincts across NSW including Sydney's original home of sport, the Sydney Cricket Ground and the brand-new Allianz Stadium located at Moore Park.

ABOUT THE ROLE

We have an exciting opportunity for a customer focused individual to join our Memberships team here at Venues NSW. This role provides accurate and timely information, whilst maintaining a high-level of customer service and administration to our members and their guests.

The new Club boasts strength, cardio and functional training zones, an outdoor training terrace, separate group fitness, mind body and cycle studio. As well as an indoor 25m pool, outdoor 50m pool, spa, cold plunge, steam, traditional sauna and infrared sauna rooms. An indoor/ outdoor café, day spa, golf simulator and child-minding facility for members and their guests. This role will be work closely with the Duty Managers to ensure a premium experience is delivered that is second to none.

ABOUT YOU

Our Fitness Instructors inspire, encourage, and educate members and guests to achieve their fitness goals and provide a premium experience that is second to none. You will be fun, flexible and have a can-do attitude and most importantly be an excellent instructor. Be available for a minimum of 20 hours per week, across 3 shifts and a 7-day roster including public holidays with the opportunity to increase hours.

Your ability to apply in accordance with the following desired skills:

- Certificate III & IV in fitness
- Working with children's check
- Current CPR & First Aid Certificate
- Experience in conducting gym floor classes
- Experience in personal training desirable

HOW TO APPLY

Please obtain a copy of the role description from the employment section of our website at <https://www.venuesnsw.com/page/employment> select **two of the key accountabilities** and provide a one paragraph summary demonstrating how you met/achieved the results of the accountabilities in a previous role.

Please ensure your application includes covering letter (maximum two pages) and an up-to-date resume which clearly details your skills and experience as relevant to this role.

APPLICATIONS CAN BE EMAILED TO: hadmin@venuesnsw.com

APPLICATIONS CLOSE: Friday 22 September 2023

Please note: Applicants must be Australian citizens or permanent residents and will be required to undertake a National Police Clearance check.

Venues NSW values social and cultural diversity and is committed to providing a safe and healthy work environment and the principles of workplace gender equality. Indigenous Australians are encouraged to apply.

POSITION DETAILS	
TITLE	Fitness Instructor
DEPARTMENT	Sporting Club of Sydney
LOCATION	Venues NSW Head Office - Moore Park
REPORTS TO	Duty Manager
TYPE	Employee
CLASSIFICATION	Part-Time

1. VENUES NSW PURPOSE

Venues NSW was formed in December 2020 and is a commercially focused agency of the NSW Government. We have the responsibility and privilege of hosting the biggest and best sporting and live entertainment events for the people of NSW, hosting 5 million people at 500 events across our five distinct precincts, six stadiums and two entertainment centres.

2. POSITION PURPOSE

To supervise the members of the Stadium Club and provide professional assistance and advice where required, ensuring that opening and closing procedures are adhered to. As well as conducting fitness programs and health assessments, group exercise classes, personal training, kids' programs, and reception duties.

3. KEY ACCOUNTABILITIES

- Supervise members ensuring a safe and effective use of the gymnasium including cardiovascular and weights area. Ensure members obey stadium club rules and regulations.
- Deliver clear and effective instruction providing a supportive and motivational environment in which customers feel comfortable exercising. Answer all enquires in a friendly, respectful, and professional manner.
- Provide appropriate and specific exercise programs for each individual member in line with their goals and desires.
- Conduct personal training sessions.
- Provide appropriate and specific class instruction according to class descriptions or program.
- Maintain constant vigilance in improving customer's exercise techniques and ability to use fitness equipment when monitoring gym floor or conducting group exercise classes.
- Assist with effective cleaning and maintenance of gymnasium equipment.
- Ensure day-to day communication with new and current members are recorded with the CRM system.

** This is a non-exhaustive list and may vary as business needs change.*

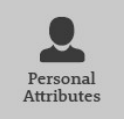
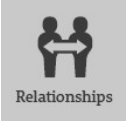
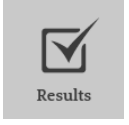


4. KEY CHALLENGES

- Managing member and stakeholder's expectations whilst being compliant with legislation, rules, and regulations.

5. KEY RELATIONSHIPS

WHO	WHY
<ul style="list-style-type: none"> All staff members including managers 	<ul style="list-style-type: none"> To ensure effective communication and smooth running of the facility
<ul style="list-style-type: none"> Members and their guests 	<ul style="list-style-type: none"> To ensure members and guests needs are met and enjoy a friendly and welcoming environment

6. CAPABILITIES OF THE ROLE

CAPABILITY GROUP	CAPABILITY NAME	LEVEL
 Personal Attributes	Display Resilience and Courage Act with Integrity Manage Self Value Diversity and Inclusion	Foundational Foundational Foundational Foundational
 Relationships	Communicate Effectively Commit to Customer Service Work Collaboratively Influence and Negotiate	Foundational Foundational Foundational Foundational
 Results	Deliver Results Plan and Prioritise Think and Solve Problems Demonstrate Accountability	Foundational Foundational Foundational Foundational
 Business Enablers	Finance Technology Procurement and Contract Management Project Management	N/A N/A N/A N/A
 People Management	Manage and Develop People Inspire Direction and Purpose Optimise Business Outcomes Manage Reform and Change	N/A N/A N/A N/A

7. FOCUS CAPABILITIES OF THE ROLE	
CAPABILITY GROUP ANDNAME	BEHAVIOURAL INDICATORS
Personal Attributes <i>Display Resilience and Courage</i>	<ul style="list-style-type: none"> • Be open to new ideas and approaches • Offer own opinion, ask questions and make suggestions • Adapt well to new situations • Do not give up easily when problems arise • Stay calm in challenging situations
Personal Attributes <i>Manage Self</i>	<ul style="list-style-type: none"> • Be willing to develop and apply new skills • Show commitment to completing work activities effectively • Look for opportunities to learn from the feedback of others
Relationships <i>Communicate Effectively</i>	<ul style="list-style-type: none"> • Speak at the right pace and volume for varied audiences • Allow others time to speak • Display active listening • Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow
Relationships <i>Commit to Customer Service</i>	<ul style="list-style-type: none"> • Speak at the right pace and volume for varied audiences • Allow others time to speak • Display active listening • Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow
Results <i>Deliver Results</i>	<ul style="list-style-type: none"> • Complete own work tasks under guidance, within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks • Seek clarification when unsure of work tasks
Results <i>Demonstrate Accountability</i>	<ul style="list-style-type: none"> • Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified

8. ROLE DIMENSIONS	
Decision Making	<ul style="list-style-type: none"> • Gym Floor Instructors will seek instruction from the Stadium Club Manager before making any decisions
Dimensions	<ul style="list-style-type: none"> • N/A

9. QUALIFICATIONS/EXPERIENCE

Essential	<ul style="list-style-type: none">• Fitness Australia Cert 3 & 4 accreditation• Current First Aid Certificate• Current CPR certificate• Current Working with Children's check
Desirable	<ul style="list-style-type: none">• Current pool lifeguard (desirable)• Program Specific qualifications (e.g., boxing, kettlebell, suspension training) (desirable)

10. POLICIES

In accordance with the Code of Ethics and Conduct for NSW Government sector employees Venues NSW has formalised a suitable code of conduct for its employees and contracted activities. It is the responsibility of staff to know, understand and comply with all ethical and legal obligations that apply to them.

11. OTHER REQUIREMENTS

- Flexibility in work hours including weekends, public holidays and out of hours work
- Must attend staff training, workshops and meetings as and when required

Name: _____ Signature: _____

Date: _____

For office use only

ROLE TYPE	Employee
DIVISION	Member and Customer Experience
ANZSCO CODE	452111
PCAT CODE	1119192
DATE	September 2023