



Position Description – Group Fitness Instructor

This position reports to: Recreation Programmes Manager

Direct reports: Nil

Indirect reports: Nil

Position purpose:

- Preparing and delivering high quality classes to Centre customers as rostered, in a professional and effective manner that promotes fun, safety and enjoyment and promotes the benefits of exercise.
- Achieving a high level of customer satisfaction for class participants; building and maintaining positive and collaborative relationships with facility customers and amongst staff.
- Providing a safe and healthy environment for participants by encouraging safe behaviour by class participants and responding to any incidents or emergency situations.

The key areas of responsibility include:

Preparation and delivery of high-quality classes

Participants are provided with professional and well-structured classes which meet their needs and challenge them.

Participants are taught with encouragement and positive reinforcement; instructors are professional, approachable, and helpful.

Classes start on time; all equipment is in a satisfactory condition, is appropriate for classes and is ready in advance of classes.

Appropriate music is played during classes, consideration is shown to other facility users, and information about exercises is made available to class participants.

The behaviour of class participants and spectators is appropriately managed.

The community has a positive impression of group fitness/ aqua classes provided by the Selwyn District Council

Training is undertaken regularly to ensure that the instructor remains competent in their role, current with best practice techniques, and delivering excellent classes to customers

Training Commitment

Training is undertaken regularly to ensure that the instructor remains competent in their role, and familiar with best practice techniques and industry trends to ensure classes are relevant and engaging for participants.

If relevant to class or discipline, scheduled training (in person or online) is attended as required (e.g. Les Mills 2 x training per year, other disciplines will have similar requirements)

A commitment to reasonable training and development in personal time is expected, in most cases this is required to learn new routines or classes.

It is expected that classes should incorporate new routines or material regularly, or as dictated by training or new releases, to ensure variation in classes and participant satisfaction. Ideally new material or releases will be incorporated in full prior to future releases.

Customer service and satisfaction

Participants are greeted and communicated with in a welcoming, friendly, and professional manner in accordance with standards of excellent customer service, including awareness and respect for those with cultural differences, disabilities or special requirements.

Customer feedback is consistently positive.

All enquiries are dealt with in an appropriate and timely manner, and referred to other staff as appropriate for further resolution.

Issues are identified in a proactive manner and dealt with effectively.

Complaints are dealt with effectively using an information-gathering and problem-solving approach, a fair and respectful manner, and the manager is advised of the issues and steps taken towards resolution.

Management is alerted to urgent or important matters

Other duties as required

Undertake duties that are within the broad scope of the role and may be assigned from time to time.

Deliverables

Big Picture

- Have awareness of strategies, contribute to plans and KPIs for self, team and other teams as required.
 - Stay up to date with legislation and practices as appropriate to role.
 - Understand the intent/ethos of local government and the services provided by other parts of the Council.
 - Stay informed of organisational activities and decisions through being attentive to communications.
 - Show understanding and commitment to Te Tiriti o Waitangi (The Treaty of Waitangi) principles, know how these Principles are relevant to your work
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Performance

- Achieve performance goals and expectations and follow leadership instruction on time and to a high standard consistently.
- Report on progress to plan, and against own KPIs.
- Take an active role in own goal setting, learning and development.
- Correctly and appropriately use technology as required for role, including new technologies.
- Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment.
- Comply with all legislation and Council policies.
- Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment.
- Set a positive example for punctuality, attendance, and work ethic

People & Culture

- Act in ways that align with and promote Council values.
- Be a positive and constructive team member.
- Collaborate on cross team/discipline projects and teams as required.
- Constructively and successfully adapt to changes.
- Take positive actions to keep self and others physically and psychologically safe and well
- Attend, be prepared for and engage constructively in all meetings.
- Deliver exceptional customer service consistently (make every interaction count)
- Build effective, sustainable relationships at all levels.
- Have consistently positive interactions externally and with Community Boards and Elected Members (as required for role)

Requirements for all staff

- Selwyn District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partner to deliver on our obligations under Te Tiriti o Waitangi.
- Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault.
- Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Selwyn District Council policies and processes.

Emergency Management requirements for all Council Staff

- Selwyn District Council has a legislative responsibility to respond to an adverse event occurring within our communities. As such, any staff member may be required to assist the Emergency Management Team respond to such an event. Family circumstances and BAU roles will be taken into account. Required assistance may include:
 - Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event.
 - Respond to civil defence emergencies or adverse events wherever possible and if it is safe to do so.
 - Participate in any required Civil Defence exercises to ensure that essential services are maintained.

Authorities

- Authorised to commit the Council to a course of action by signing external correspondence within approved delegation levels. For courses of action which will exceed the delegation levels, this must be done in conjunction with your manager.
- Comply with all other relevant sections of the Delegations and Policies manuals and their amendments.

Skills and Experience

Essential

Desirable

Be a good human

Be brave – think differently

Better together

Make it happen for Selwyn



- High level of digital literacy
 - Demonstrated commitment and ability to provide excellent customer service.
 - Committed to continued professional development in group fitness/aqua teaching practices.
 - Previous experience in preparing and instructing fitness classes.
 - Self-motivated with proven strong communication skills
 - Ability to effectively manage conflict situations.
 - Able to work positively and effectively in a team environment as well as ability to work alone effectively.
- Knowledge of recreational facility processes and procedures, including Health and Safety, Normal Operating Procedures and Emergency Action Plans.

Key relationships

External	Internal	Committees/groups
<ul style="list-style-type: none"> • Te Taumutu Rūnanga • Te Ngāi Tūāhuriri Rūnanga • Council customers • Selwyn residents • External contractors • Territorial and Regional Authorities • Government Agencies (incl MfE, MBIE, Work safe NZ, Ministry of Justice, Police, ACC) • Greater Christchurch Partnership • Non-government agencies • Unions – Public Service Association 	<ul style="list-style-type: none"> • Chief Executive • Executive Leadership Team • Council staff • Mayor • Elected Councillors • Elected Community Board Members 	<ul style="list-style-type: none"> • Committees of Council • Business organisations and networks • Special interest groups and committees

Individual Contributor Competencies



Eats problems for breakfast. When faced with a new situation or setback, uses initiative and takes appropriate action.



Does Change Well. Is open-minded about change and prepared to adapt. Moves forward positively and constructively.



Builds Togetherness. Is equally open and friendly with all people, and respectful of individual differences. Works effectively in teams.



Rocks the messaging. Keeps those who need to know 'in the know'. Communicates clearly and appropriately.



Tackles the tough stuff. Prepared to constructively share an opinion and get involved in conversations on challenging matters. Takes ownership of mistakes.



Delivers the goods. Reliable, conscientious, disciplined, and organised. Delivers to a manageable high standard consistently.



Brings out the best. Enjoys learning and improving their skills to be the best they can be. Embraces opportunities to identify and address development needs. Recognises and celebrates the achievements of others.



Sets the tone. Can keep functioning and stay calm when under pressure. Is a positive influence in the team.

Education, Qualifications, Memberships

Essential	Desirable
<ul style="list-style-type: none"> Current Comprehensive First Aid Qualification Relevant qualification and /or certification in class discipline which is renewed as per requirements. 	

The information contained in this position description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment.