

JOB DESCRIPTION

Name of Job Holder:	Vacant
Title:	Fitness Instructor
Core purpose:	To plan and implement aquatic and recreation programmes which offer high customer value and satisfaction within a fun environment, while preventing any accidents, injury or inappropriate incidents as per prescribed procedures and legislation.
Department:	Aquatics Horowhenua
Reports to:	Aquatics Programmes and Events Supervisor

What Drives What we Do

We are here to serve the community and to build long-term customer confidence based on our vision, our mission and our values.

Our Vision

Working together to take Horowhenua from good to great.

Our Mission

In achieving our vision we will ensure that we are working towards:

- Customer Excellence
- Operations Excellence
- Product Excellence
- People Excellence

Our Values

Greatness - *We never settle until our good is better and our better is great!*

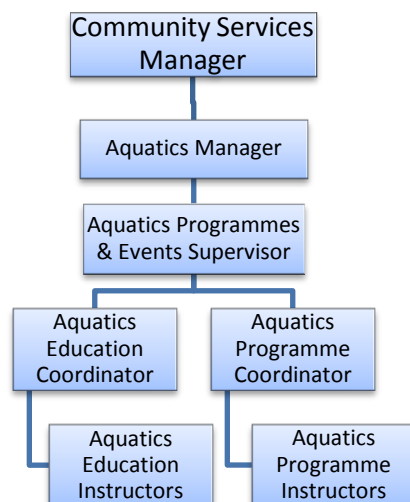
Real unity - *We make it happen, together!*

Energy - *We use our energy to perform and succeed!*

Achievement - *We deliver exceptional results!*

Trust - *We create trust by living with integrity!*

Organisation Context



Key Performance Outcomes of this Role

1. Plan and implement aquatic fitness classes.

What will I be doing?

- Teaches scheduled fitness classes, beginning and ending on time.
- Instructs customers on effective workout methods, explains proper techniques and demonstrates exercises.
- Identify different muscle groups, and teaches appropriate methods to strengthen specific muscles.
- Prepares appropriate equipment, music, programme and information for each class.
- Observe participants and inform them of corrective measures necessary for skills improvement.
- Instruct participants in maintaining exertion levels to maximize benefits from exercise routines.
- Offer alternatives during classes to accommodate different levels of fitness.
- Teach proper breathing techniques used during physical exertion.
- Evaluate overall customer abilities, needs, and physical conditions, and develop suitable training programs to meet any special requirements.
- Monitor participants' progress and adapt programs as needed.
- Provide customers with information and resources regarding nutrition, weight control, and lifestyle issues.
- Maintain continuous surveillance of customer behaviour and safety while they are using the Aquatics facility and performing the exercises.
- Supervise swimmers to ensure that they are swimming within the safety protocols.
- Remain alert and use all senses while offering exercise instructions.
- Spot hazards or potential hazards and take measures to prevent accidents.
- Enforce all pool regulations in a professional and approachable manner.
- Provide all aquatics rules, customer advice, and information on pool protocol in a professional manner.
- Request assistance from lifeguards to control and evict customers not adhering to safe behaviour protocols.
- Prepares and maintains appropriate training reports as per required standards.
- Present a professional appearance and attitude at all times as per prescribed instructions.
- Promote different aquatic programmes and events.
- Assist in the development of promotional material for aquacise and recreation programmes.

- Update promotional material as and when required.

How will I know I am doing well?

- Aquacise class operating procedures and programmes are developed for implementation, ensuring consistency in the delivery of aquacise classes.
- Classes are implemented with enthusiasm and initiative to ensure participants gain the most benefit and enjoyment from sessions.
- Equipment is prepared and ready for use in classes as required within the required timeframes.
- In conjunction with the Programmes and Events Supervisor, aquatic recreation programmes for the districts aquatic facilities are planned and implemented (as guided).
- Recreation programmes are delivered with a view to maximising participation and programme viability in respect of both economic and social returns.
- Professional and valid promotional material is available to customers.
- Interaction with customer impacts positively on their behaviour, ensuring a safe environment is maintained and accidents prevented.
- The quality of facilities supervision and team work between instructors and pool staff results in aquatic facilities and activities being provided or delivered to the standards required.
- Active monitoring and control results in serious accidents and incidents being prevented.
- Customers are able to identify the nearest Lifeguard immediately if assistance is required.

2. Provide high standards of customer service

What will I be doing?

- Apply the principles of excellent Customer Service including presenting a friendly and professional image throughout Aquatics Horowhenua.
- Present outstanding personal standards at all times, while maintaining a welcoming environment.
- Greet all customers promptly, professionally and courteously.
- Maintain effective relations with customers, act interactive with all new visitors to the facility and provide an overall friendly, fun atmosphere and experience to customers.
- Deal with specific customer problems or requests effectively.
- Understand customer demands to address their needs effectively.
- Market initiatives and encourage customers to enjoy the benefits of an active lifestyle.
- Manage difficult customers effectively and professionally.
- Take accurate and helpful messages.
- Promote aquatic and recreation programmes and initiatives and any other events occurring.
- Provide personal assistance to customers when required and suited to operational procedures.

How will I know I am doing well?

- Customers feel encouraged to return to the Levin Aquatics Horowhenua.
- Customer needs and requirements are identified correctly and services meets or exceeds their expectations.
- Outstanding personal presentation is displayed at all times.
- Accurate and timely information is provided to customers.
- Issues and complaints are actively managed and resolved quickly and effectively.
- Prospective users/customers are provided with quality information on services provided within Aquatics Horowhenua.

- A consistent and high standard of customer service is provided in a friendly and helpful manner, greeting and treating all customers including children, with respect encouraging ongoing facility use.
- Information to customers is provided to assist them in their orientation and use of service and activities.
- No justifiable customer complaints exist.
- Customer feedback indicates that a high standard of customer service is provided by Lifeguards in relation to customer enjoyment and safety.

3. Ensure personal safety and safety of all customers using the pool facilities.

What will I be doing?

- Explain and enforce safety rules and regulations governing sports, recreational activities, and the use of exercise equipment.
- Alert Lifeguards to respond to accidents, injuries or serious illnesses.
- Caution swimmers regarding unsafe practices and safety hazards.
- Enforce adherence to pool rules and regulations.
- Maintains order during session times.
- Provide safety precaution information to customers when required.
- Ensure that water programmes and activities are performed within the parameters of set rules and regulation.
- Inspect facility and recreational equipment on a regular basis.
- Ensure that all pool equipment is stored safely and that any movable items are kept in a safe place.
- Communicate any potentially dangerous elements of the facility to the Duty Supervisor, immediately.
- Notify the Duty Supervisor immediately if you have an accident/incident/near miss at work and complete the required forms within 24 hours.
- Follows emergency action plan and procedures established in the event of an emergency.
- Maintain high level of personal water fitness as per required standards.
- Maintain competence in both wet and dry aqua instructions.
- Assist with any other emergency, injuries or sudden illnesses as per prescribed standards.
- Alert lifeguard and assist with injured persons and administer first aid or cardiopulmonary resuscitation, if necessary, using training and medical supplies and equipment.
- Respect the dignity of all injured people at all times.
- Ensure that emergency medical personnel are contacted in case of serious injury.
- Complete and maintain records related to incidents, emergency or other medical treatments performed as per required procedures.
- Warn customers when health or safety hazards or risks occur as per standard operating procedures.

How will I know I am doing well?

- Safe working practices are being applied.
- All work activities are being performed safely without injuries on duty.
- Working station is clean and safe as per legislative requirements.
- Customer accidents do not exceed agreed maximum acceptable level.
- All accidents and injuries are prevented before they occur.
- Customers suffering from accidents or illnesses are treated accurately in accordance with set medical procedures.
- Instructors are competent and fit to perform the required emergency interventions as requested.

4. Execute aquatics housekeeping standards.

What will I be doing?

- Perform various maintenance duties as directed to ensure a clean and safe facility when appropriate.
- Report any dysfunction, damage or maintenance required to the Supervisor or take steps to remedy the situation if appropriate.

How will I know I am doing well?

- The agreed hygiene and cleanliness standards for a clean and hygienic aquatic facility are achieved consistently.
- Appropriate hygiene and cleaning methods are applied.
- All damage or maintenance is reported and acted upon.

5. Deliver on overall contribution towards daily council and aquatics operations.

What will I be doing?

- Assist any other department within Aquatics Horowhenua, if and when required as agreed with management.
- Participate in Council's response to emergency events as practicable.
- Extend own professional development.
- Actively participate in and contribute to performance improvement and development.
- Participate and contribute to management support initiatives.
- Actively participate in Aquatics Horowhenua's continuous improvement programmes.
- Complete paperwork as and when required.
- Register customers for programmes as and when required.
- Assist publicity programmers in keeping the community informed of pool activities.
- Render assistance as required with the running of programmes, events and bookings.
- Perform duties effectively as an integral part of the overall team.
- Attend all staff meetings and training sessions as required and agreed upon.

How will I know I am doing well?

- Involvement is timely and professional.
- Appropriate training and development and professional development is identified and undertaken as agreed with line supervisor.
- Effective participation in supporting management initiatives and overall aquatics activities.
- Business as usual duties are performed effectively, as requested.
- Contributions are offered towards continuously improving activities and daily operations in Aquatics Horowhenua.
- Excellent team work exists amongst staff.
- Excellent communication exists between management and staff.

Minimum Requirements

- Hold or be prepared to obtain a current Aqua Fitness and First Aid certificate acknowledged by Aquatics Horowhenua.
- Experience in Aqua Fitness and knowledge of aquatic facilities would be an advantage.
- Experience in related services such as Gym Instructor would be an additional advantage.

- Applicants must be able to demonstrate adaptability to new technologies, systems and facilities that enhance customer service.
- A current and valid New Zealand Drivers' licence would be preferred.
- A successful candidate should be capable of dealing with the public in a confident, calm and friendly.
- Be available to work all shifts of the roster – weekdays, weekends, day and late shifts.
- Applicants should be able to demonstrate good fitness levels and stamina and should be available to pass a physical assessment related to these capabilities.
- Criminal record checks are mandatory as this individual will be working with young children.
- No educational qualifications are required, but good communications skills and the ability to remain calm and focused in an emergency are important.
- Applicants should be aged over 16.
- Applicants should be willing to participate in drug and alcohol test as part of the assessment process.

Knowledge and Skill Requirements of the position

Organisation Specific Induction:

- Aquatics Horowhenua Structure
- Aquatics Horowhenua Standing Operating Procedures
- Administrative practices and procedures.
- Staff conduct, policies and procedures.
- Staff Performance Management System.
- Overview on Aquatics Horowhenua values and competencies.
- Overview on HDC Health and Safety policy and procedures.

Job Specific Knowledge and Skills:

- 1st aid (Red Cross/ Links)
- Core Skills L1 Customer Service & Relations (Skills Active)
- AQ in action (Skills Active)
- Recreation and Sport (Core Skills) L2 (Skills Active)

Job Specific Induction:

- Identification of poolside hazards and risks.
- Knowledge of customer service standards and procedures.
- Procedures to deal with emergency situations.
- Procedures to deal with difficult customers.
- Aqua fitness functions and standard operating procedures.

Competency Summary Table

- **Compliant** - The tendency to appreciate rules and following set procedures
- **Composed** - The tendency to stay calm and composed in stressful situations
- **Dependable** - The tendency to be responsible and reliable at work
- **Risk Conscious** - The tendency to be cautious and vigilant of hazards
- **Understanding Safety Instructions** - The ability to understand safety instructions, processes and procedures
- **Zero Harm Attitude** - The tendency to take responsibility for the safety of oneself and others

Work Context

Needs to be willing to work shifts in accordance with a set roster, which include working outside of normal office working hours. Work pressure could be experienced due to being exposed to intense physical strain. Needs to be able to sustain focus and attention to detail during sessions within a warm and humid environment. Needs to maintain physical fitness in order to perform duties. Training and certificates needs to be updated within set time cycles as per legislative requirements. Must be comfortable with following strict rules and procedures.

Financial Authority

None

Number of Direct and Indirect Reports

None

Key Relationships

Internal:

- Community Development and Recreation Advisor
- Aquatics Horowhenua management team
- Lifeguard team
- Aquatics Horowhenua staff
- Council staff

External:

- Public
- Schools
- Community groups/pool users, sport and recreation Clubs
- Health Sector
- Facility customers
- Programme and event participants
- Aquatic Clubs and other user groups

- Swimming pool customers
- Sports clubs and community organisations
- Education establishments
- Suppliers, service providers, contractors
- Sport Manawatu
- Water Safety New Zealand
- Swimming New Zealand
- Local Swimming Clubs
- Primary and Secondary Schools
- Sport New Zealand
- Colleagues from other councils