

Reports to: Club Coordinator/Club Manager

PURPOSE OF POSITION:

To assist the Club Manager in managing the entire FIIT30 operation.

Actively take responsibility for FIIT30 staff, ensuring supportive and professional relationships are created with staff and members.

To contribute to and be proactive in delivering solutions that promote and create positive member experiences at Fernwood Women's Health Clubs, that fulfil our purpose to 'empower women to shine'.

PRINCIPAL ACTIVITIES

FIIT30

- Coordinate all FIIT30 trainers' availability and classes in-line with timetable
- Coordinate and keep all FIIT30 timetables up-to-date in club and on the website
- Ensure all FIIT30 trainers have an up-to-date and current Certificate IV qualification, Advanced Functional Training (Fernwood x Dr Paul Cribb), First Aid and CPR as well as professional registration with Professional Fitness Association – copies to kept on personnel files
- Ensure that the music used in club during FIIT30 classes is compliant to licensing and copyright requirements, as well as tasteful and audience appropriate (i.e. no swearing)
- Manage in-club KPI'S, targets and work with the club Coordinator/Club Manager towards growth
- Marketing and advertising FIIT30 internally and externally
- FIIT30 staff management
- Programming of FIIT30 sessions if needed
- Implement and maintain FIIT30 culture, retention process and new member experience, including following up complimentary sessions and no shows
- Ensure the FIIT30 space meets Fernwood compliance and OH&S standards
- Assist in the management of underperforming FIIT30 sessions and in driving FIIT30 participation.
- Ensure all FIIT30 Trainers are logging before and after a class and are recording the number of participants per class accurately

ADMINISTRATION

- Provide administrative support to Club Manager when required – including recruitment, performance development and reviews of FIIT30 trainers
- Report to Club Coordinator/Club Manager weekly/monthly on performance and progress of FIIT30
- Attend staff meetings where required
- Ensure you're always up-to-date with, and actively promoting products and services of Fernwood Women's Health Clubs, informing members of current promotions
- Communicate with staff on same shift and following shifts to maintain continuity of service
- Answer telephone within three (3) rings in a professional and friendly manner, taking and distributing messages with timeliness
- Encourage feedback and communicate to team
- Follow-up queries and concerns within 24 hours
- Carry out additional duties as assigned by Club Manager and management

SUPERVISION OF OTHERS

- FIIT30 Trainers

HIGHLY RECOMMENDED QUALIFICATIONS

- Computer literacy – including intermediate Word, Excel and Outlook skills
- Certificate IV in Fitness
- Current First Aid Certificate and CPR
- Registration with National/State Association (for example Fitness Australia or Kinect).
- Advanced Functional Training by Dr Paul Cribb

MEASUREMENT (KPIs):

- Ensures all FIIT30 staff and FIIT30 operations are 100% compliant
- Attends weekly meetings with Club Coordinator/Club Manager
- Ensures all reporting is completed on a timely basis
- Ensures FIIT30 staff fulfil duties as specified in their position description, and customer service is maintained at a high level
- Assists the Club Manager to maintain FIIT30 costs as per budgetary requirements
- Ensures daily, weekly and monthly duties completed as per the FIIT30 Coordinator role description
- Consistently provides exceptional service in-line with Fernwood Women's Health Clubs' vision, values and member service standards
- Maintains punctuality and ensures grooming and presentation guidelines are followed and maintained to a high personal standard

LEARNING & DEVELOPMENT

- Fernwood Women's Health Clubs eLearning modules – 'Welcome' modules and other modules relevant to your role are compulsory prior to attending Fernwood workshops
- It is the FIIT30 Coordinator's responsibility to maintain qualifications (i.e. Cert III & IV, First aid, CEC points etc.). Copies of all qualifications and current certificates must be provided to your Club Manager upon commencement, and any renewals must be provided once completed. Copies of these documents will be maintained on personnel files

PROFESSIONAL DEVELOPMENT

- Demonstrate a commitment to continuous improvement and self-development
- All external training decisions are made on merit principles
- Network with other fitness professionals to ensure you're up-to-date with changes and progress within the industry, assisting with self-development

SELECTION CRITERIA

- Punctual, diplomatic and sincere with strong team focus
- Is passionate about HIIT and Functional Training
- Maintains high personal standard of presentation at all times
- Computer literacy and excellent communication skills (written and verbal)
- Ability to work and communicate, with a wide range of people
- Ability to organise, prioritise and manage different tasks at the same time (multi- tasking)
- Exceptional interpersonal skills with friendly disposition
- Ability to remain calm under pressure with problem-solving skills and deal with issues promptly and effectively
- Commitment to excellence in service and ability to build and maintain relationships
- Positive attitude and healthy sense of urgency
- Flexible and adaptable to changing needs of club and industry
- Available to work varying shifts including mornings, evenings and weekends
- Takes responsibility for self and sets priorities to achieve goals

VALUES / PROFESSIONAL BEHAVIOUR

- Uphold the values that support our behaviours in business: integrity, commitment, respect, passion, openness and service mentality
- Personal and professional values align with Fernwood Women's Health Clubs values
- Focus on ongoing personal development
- Contribute to building team spirit and building a supportive environment based on trust, respect and commitment
- Encouraged to contribute wherever there is an opportunity to improve the way we do things

POLICIES & PROCEDURES

- Adhere to all policies and procedures as outlined in the Fernwood Women's Health Clubs Operations Procedures, Fernwood Women's Health Clubs Employee Handbook and Fernwood Member Service Standards
- Is aware of and follows legislation in accordance with club policies and procedures
- Maintains updated knowledge of Fernwood policies and procedures (available on the Intranet and in club)
- Maintains confidentiality and ensure all client information is secure, as per Deed of Confidentiality and the Privacy Act 2000

OCCUPATIONAL HEALTH & SAFETY

- Is aware of and follows the OH&S policies, ensuring the safety and wellbeing of all team members and reporting any accidents or incidents as defined in company policy and procedure
- Has a complete understanding of the club's emergency procedures including emergency evacuation procedures, fire alarm and warning systems
- Complies with the club's safety rules in-line with the legislation and policies and procedures relating to occupational health and safety (OH&S)
- Reports all accidents and incidents and raises any safety issues or concerns with their OH&S representative or manager.

EQUAL OPPORTUNITY

Fernwood Women's Health Clubs is committed to the principles and practices of equal opportunity in employment for all of its employees. In that regard, it is every employee's responsibility to ensure that no fellow employee or member is subjected to any kind of discrimination, harassment or bullying in connection with his or her employment or membership with Fernwood Women's Health Clubs.

ENVIRONMENTAL RESPONSIBILITIES

Fernwood Women's Health Clubs requires that you will be aware of all environmental practices, policies and procedures and implement them on a daily basis. Your ideas and initiative are expected in the ongoing development and enhancement of the company's Environmental Program

***It is recognised some elements of this role description may change to reflect the overall strategic development of Fernwood Women's Health Clubs. In the case of any updates to this contract they will be documented and signed by both parties before being implemented.*

FIIT30 Coordinator signature:

Date:

____/____/____

Club Manager signature:

Club Manager name:

Date:

____/____/____

Office use only:

Updated by: Cat Keene

Date: OCT 2018