AUT MILLENNIUM

POSITION DESCRIPTION

Title of Position	Group Fitness Manager
Community Service Area	Gym
Reports to	Gym Manager
Employment Term	Permanent Part Time
Date	1 July 2022
Location	AUT Millennium, 17 Antares Place, Rosedale and at any other reasonable location to which you may be directed from time to time by the Employer

ROLE PURPOSE

This is your role and the part you need to play in the success of the organisation.

As the Group Fitness Manager, you will be responsible for implementing and monitoring a cutting edge, balanced and member-focused group fitness programme while recruiting and coaching a team instructors who lead and motivate their classes as well as encourage correct technique and have health and safety in high regard. You'll be building a team of new and experienced group fitness instructors across a wide range of programmes that meet our member's needs.

In this position, you will focus on the day to day administrative responsibilities of AUTM group fitness as well as provide leadership to maintain the overall direction, coordination, supervision and development to group fitness instructors and the wider AUTM group fitness programmes.

AUT Millennium is a not for profit, charitable trust established with the objective of supporting participation in community sport and high performance sport and helping New Zealanders live longer and healthier lives through the provision of facilities, services, research and education.

"Our people are AUT Millennium's biggest asset and we are working hard to ensure we provide a fun, safe and collaborative environment for you to work in. AUT Millennium aims to create a culture where people go above and beyond to deliver their very best and to be the best they can be. Part of this is working as one team, regardless of the Community Service Area you work within". Mike Stanley, CEO

This document covers the broad results expected from the position and will form the basis of specific objectives to be agreed and reviewed on a regular basis.

This document forms part of your terms and conditions of employment. It will be kept on file with your employment agreement.

KEY ACCOUNTABILITIES

The work to be performed in this role, and the employee in this role will be accountable for.

RESPONSIBILITY	EXPECTED OUTCOMES
Overall Accountabilities **Position Context** The main emphasis is to facilitate the operational administration of Group Fitness programmes to provide excellent customer service through enthusiastic promotion and delivery of fitness classes on offer to increase and retain our existing members. Ensure all member are acknowledged and interacted with in a friendly, professional and helpful manner from our group fitness instructors all times.	• Support planning and coordination of the AUTM group fitness programme and its activities to ensure it's successful by scheduling and monitoring classes and instructors as well as recruiting, auditioning, coaching and educating instructors • Actively promote and monitor group fitness programs' performance and make improvements as necessary to ensure optimum service levels to members are achieved • Help build positive relationships within the group fitness team and customers both internally and externally • Maintain budget set for group fitness department by the Gym Manager within budget guidelines and track/reconcile the group fitness budget on a monthly basis. Where required, make changes to the timetable to ensure budgets are maintained. • Keep updated records of weekly class KPI's and report each month for management to review • Conduct evaluations of classes and instructors to help and support whose classes are not performing to expectation • Recruit, hire and coach high-quality group fitness instructors as required • Lead and drive the AUTM Group Fitness Instructor training programme • Effectively communicate with instructors both one-on-one and in group communications on strategic direction and company objectives • Resolve concerns from members, group fitness instructors on any issues related to group fitness • Teach a minimum of 1 group fitness class per week regularly, and cover where needed across a range of classes • Review and collate invoices from group fitness instructors to ensure they are all paid on time and correctly, within budget • As a key member in the gym team you will also support the gym reception and sales team, recognizing when support is needed and stepping in. • Build relationships with key ITOs to grow the group fitness industry nationally and bring AUTM to the centre of instructor training

Health and Safety	Take responsibility for health, safety and wellbeing of yourself and others • Comply with the Health & Safety at Work Act 2015 and our health and safety policies and procedures • Report health related symptoms to the Gym Manager or to the Health & Safety Co-ordinator in their absence
Asset Management	• Assist the Gym Manager with the implementation of adequate security controls and management systems to avoid theft, loss, unnecessary damage or deterioration of equipment. • Check that replacement of minor items of equipment is within budget and referred to the Gym Manager. • Ensure due care is taken of AUT Gym specific equipment, i.e. the workstation and computer equipment.
On-going Industry Upskilling	• Attend 1- 2 group fitness workshops or courses per year to help keep up to date with industry trends and be able to continue to coach and support group fitness team • Maintain REPs registration and the required level of CPD points.

RESPONSIBILITY	EXPECTED OUTCOMES
Health, Safety and Wellbeing	Take responsibility for health, safety and wellbeing of yourself and others • Comply with the Health & Safety at Work Act 2015 and our health and safety policies and procedures • Take reasonable care of your own health and safety while at work • Ensure any actions taken or omission to take action does not adversely affect the health and safety of others • Actively contribute to the improvement of health and safety systems and practices in your work area to make AUT Millennium a safe place to work • Manage your own wellness and take advantage of wellness opportunities where provided • Be accountable for developing, implementing, maintaining and monitoring superior health and safety practices within your work
AUT Millennium Values (Code of Conduct)	AUT Millennium staff are expected to act with integrity, respect and consideration for others in conducting AUT Millennium business and activities in line with our policies: • Integrity - Be professional at all times, with your colleagues, facility users and all those you engage with. Act within the spirit and letter of the law, with fairness, impartiality and without bias. Use AUT Millennium resources wisely and without necessary waste • Respect - Be courteous, responsive and communicative. Respect the rights, privacy, dignity and worth of others. Act with good conscience and for the benefit of the AUT Millennium community. Refrain from any form or harassment, bullying or discrimination • Consideration for others - Treat others as individuals with
Customer Service Delivery	Delivers excellent customer service to internal and external customers: • Provide a proactive, professional and knowledgeable service • Seek to better understand customers' needs and improve and enhance the services we provide • Make decisions where appropriate and provide options to meet customers' expectations and enhance the customer experience • Take ownership to resolve problems and follows through to ensure that the commitments made are met or exceeded • Align processes and policies to a customer centre culture • Work with internal and external customers in ways that
Working Together	Works well with others, collaborating effectively as one team to achieve objectives and deliver high performance outcomes: • Communicates clearly and effectively • Builds and maintains positive relationships • Respects the needs and contributions of others • Participates and shows commitment to team activities • Manages and resolves conflict effectively • Role models effective team behaviours • Seeks and utilises opportunities to work across teams • Actively seek opportunities that arise for continuous improvement of your performance and the department

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SKILLS, KNOWLEDGE AND BEHAVIOURS

Our core competencies outline the skills, knowledge and behaviours that are key to the success of this position.

MANDATORY	DESIRABLE
FORMAL QUALIFICATIONS	
Minimum qualification required Certificate in Group Training level 4 or higher Current first aid certificate and ongoing refreshers to keep certificate valid.	• National Diploma level 5 to 7 in fitness industry
KNOWLEDGE & EXPERIENCE	
Practical and technical knowledge and experience of group fitness. Computer skills including Microsoft Outlook, Word and Excel. Minimum 5 years of experience in group fitness instructing, pre-choreographed and freestyle classes	• 3-5 years of experience in group exercise management preferred • Pre-choreographed and freestyle instruction experince
SKILLS	
Excellent oral, written and interpersonal skills. Proven people management skills. Analytical, critical thinking and problem solving. Ability to use initiative and make sound decisions and be responsible for decisions/actions. Develops relationships with key decision makers across the organisation. Leverages performance, development and talent processes to build people capabilities.	• Previous team management or coaching • Successful small project management or organised events in fitness industry
ATTRIBUTES	
Ability to motivate and enthuse members. A willingness to help customers (internal or external) and provide them with a service which meets, or preferably, exceeds their needs. Demonstrate initiative as an independent thinker with advanced problem solving skills. Ability to analyse numerical data and analytics. Strong verbal and written communication skills. Ability to work collaboratively with internal company departments and business partners. Demonstrate ability in outstanding leadership, communication and interpersonal skills.	

ATTRIBUTES Ability to express ideas and information clearly, to gather information and to hear what others are saying and understand what they mean. Being a positive role model to staff, members, and Millennium-based athletes. Ability to take action and seize opportunities before being directed by others or being overtaken by events. Keeping track of progress towards objectives, ensure standards are being complied with and take action when variances from plans or standards are identified. Ability to express and present ideas and information clearly in writing. Present a point of view and gain agreement from others. Be keen to learn new skills to develop their own capability and effectiveness. Good presentation and grooming to uphold the professionalism required by Millennium Gym.	
CORE BEHAVIOURS At AUT Millennium Gym we agree to: • To take collective responsibility for the function of the CSR team and fellow team members • Inform each other and be open and honest • Seek continuous improvement • Give our best at all times • Be punctual consistently • Follow documented procedures • Be flexible and responsive to change • Act professionally, positively and with integrity • Acknowledge achievement and contribution • Involve and support each other and respect each other's views • Respect all staff and senior managers	

DELEGATIONS

Number of people reporting to the role	Approx. 20 group fitness contractors – independent contractors
Total number of people within your delegation	

AUT MILLENNIUM

OUR VALUES

These values guide the perspective of our organisation as well as its actions.

Excellence	We strive for: Highest standards, realising potential, winning, going for gold and unrelenting drive, be the best you can be
Integrity	We behave with: Openness, fairness, honesty, trust, true to self, non-judgmental and respect for others
Collaboration	We work together by: Engagement, support, empowerment, encouragement, asking opinions, exchange of ideas and making connections
Unity	We are one team: Meeting of minds, shared values, working together focus on the whole and the power of us

CALL TO ACTION
Be The Best You Can Be

OUR PURPOSE
Excellence in Human Performance

OUR MISSION
To help all New Zealanders reach their potential through participation in sport, education and healthy living