

## POSITION DESCRIPTION

POSITION TITLE:	<b>TEAM LEADER FITNESS</b>
DIVISION:	<b>CITY SERVICES AND LIVING</b>
DEPARTMENT:	<b>ACTIVE LIVING</b>
SECTION:	<b>HUME LEISURE</b>
CLASSIFICATION:	<b>BAND 5</b>

### POSITION OBJECTIVES:

At Hume Leisure, we activate, connect and empower our community through exceptional aquatic and recreational experiences.

Within Hume Leisure, leaders are exemplary of the Council and team values. You will ensure a focus on execution and accountability and role model behavior that is aligned to set standards. We aim to work in a manner where we strive to be better every day, care for each other and take pride in delivering positive outcomes for our community.

The Team Leader Fitness will ensure the provision of high-quality fitness services and opportunities to Hume City Council residents, by providing safe, friendly, inclusive and welcoming environments through leading the delivery of fitness services, supervision and operations. This position will be responsible for working with the broader Active Living team to create a more active, empowered and connected community.

At Hume City Council - Active Living, we pride ourselves on creating a workplace culture that is united, proactive, inclusive and unrivalled. We are looking for passionate people who share these values and want to make a difference.

## **KEY RESPONSIBILITIES AND DUTIES:**

### **1. Service Delivery, Member Experience & Operations**

- Lead the safe, efficient and high-quality delivery of fitness services, ensuring gym operations consistently meet organisational standards and member expectations
- Drive an exceptional member experience that supports retention, satisfaction and participation by delivering services, programs and environments that respond to member needs and encourage ongoing engagement
- Ensure high service standards are maintained across all operating hours, with visible leadership, effective supervision and timely response to operational issues
- Support the Coordinator Fitness Services to develop, review and implement risk assessments, policies, procedures and work instructions that strengthen service delivery, safety and operational consistency
- Undertake research, benchmarking and member feedback analysis to identify and implement service improvements that strengthen member outcomes, respond to evolving needs and support the consistent delivery of service standards

### **2. People Leadership, Culture & Capability**

- Lead, supervise and role model the behaviours, standards and values expected of Gym Instructors, embedding a culture of accountability, professionalism, inclusion and service excellence across day-to-day operations
- Lead recruitment, induction, onboarding and workforce planning to ensure suitably skilled staff are in place to deliver safe, welcoming and high-performing fitness services
- Actively manage staff performance through coaching, mentoring, feedback and performance conversations that set clear expectations, build capability, recognise strong performance and address gaps in service delivery or conduct
- Coordinate and support training and development initiatives that equip staff to understand, embrace and consistently enact service expectations, values and customer experience standards
- Prepare and manage rosters to ensure effective service coverage, leadership presence and continuity of service across all hours of operation
- On a rostered basis, undertake operational duties, including Gym Instructor and On Call Leader responsibilities, to maintain service continuity and leadership support as required
- Undertake additional duties as directed, provided they are within the scope of the role and classification

### **3. Member Experience, Safety & Compliance**

- Champion a safe, welcoming and inclusive environment that places member experience at the centre of service delivery and reflects Hume Leisure's commitment to excellence
- Ensure compliance with relevant legislation, policies, procedures and industry standards, and take prompt action to address hazards, incidents, risks or service failures
- Build positive relationships with members, guests, user groups and the broader community, responding effectively to feedback, concerns and service opportunities
- Monitor service quality, member satisfaction and presentation standards to ensure the fitness experience is consistently delivered to a high standard and aligned with Hume Leisure's trademark service expectations
- Oversee contractor and maintenance activities within the fitness environment to ensure safe practices, minimal disruption and compliance with operational standards
- Act as Chief Warden or Area Warden as required during emergency situations

#### **4. Performance, Growth & Continuous Improvement**

- Monitor and drive performance across fitness operations, contributing to service targets, participation growth, member retention and satisfaction outcomes, while fostering a high-performance culture focused on accountability and continuous improvement
- Provide timely and informed advice to the Coordinator Fitness Services on performance, emerging issues, risks, service trends and opportunities for improvement
- Support the implementation and review of emergency preparedness and response procedures in collaboration with relevant stakeholders
- Maintain awareness of industry trends, innovation and best practice to inform service development and keep Hume Leisure competitive and contemporary
- Support and contribute to promotions, campaigns, events and engagement initiatives that strengthen participation while attracting new members.
- Identify and implement improvements to systems, processes and service delivery that increase efficiency, elevate service quality and support strong member outcomes
- Contribute to building and sustaining a high-performing fitness service through leadership, consistent standards, values led behaviours and continuous improvement



# Active Living

## WHY

**We activate, connect and empower our community**

We ensure that community is at the center of our decision making

We are industry leaders and support the learning and growth of our community

We design high quality programs that maximise utilisation and are inclusive for all community members

We will innovate, challenge ourselves, and plan for the future to meet the evolving needs of our community

We measure and evaluate the impact of our programs and services, ensure alignment with community needs and industry standards.

We foster a culture of trust, collaboration and growth.

We will recruit, retain and upskill our staff, creating a positive and inclusive work culture

We are strategic in managing our assets and how we utilise them.

## HOW

A workforce that is passionate about the work they do, that deliver efficient and effective services.

Highly trained staff that deliver exceptional experiences and build trust with our community and stakeholders.

High-quality, accessible facilities and programs that support diversity, inclusion, and the evolving needs of our community.

Vibrant, safe and welcoming spaces that foster physical activity, social connection, and a strong sense of belonging.

Strong relationships through clear communication, proactive engagement, and a commitment to being a trusted community partner.

Dedicated to continuous improvement by evaluating our impact, responding to feedback, and adapting to changing community needs and industry standards.

Strategically plan and maintain high-quality assets and services that enhance community wellbeing and maximise participation.

## WHAT

# Active Living Values



## WE'RE BETTER EVERYDAY

We seek new ideas to achieve our goals and to grow



## WE ARE IN IT TOGETHER

We give and receive feedback in an honest respectful manner



## WE SHOW UP

We proactively take action to achieve our goals



## ALL FOR HUME

We seek, evaluate and action on all community insights

<b>ORGANISATIONAL RELATIONSHIPS:</b>	
Reports to:	Coordinator Fitness Services
Supervises:	Gym Instructors
Internal Contacts:	Active Living Department Unit Leader Fitness and Sport Group Fitness Team Leader Coordinator Compliance and Safety Duty Supervisors Team Leader Customer Service Hume Leisure Centres Staff Hume City Council Staff
External Contacts:	Hume City Council Residents Facility Members Guests and user groups Community Organisations Industry Bodies Gym Equipment Suppliers Other Contractors and suppliers

## ORGANISATIONAL CONTEXT

### VISION

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

### MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

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### OUR VALUES

At Hume City Council, our Values underpin everything that we do.

	<p><b>We're better, every day</b></p> <p>We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.</p>
	<p><b>We're in it together</b></p> <p>At Hume, everyone matters. We welcome and include all. Respect and safety are expected.</p>
	<p><b>We show up</b></p> <p>We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.</p>
	<p><b>All for Hume</b></p> <p>We strive to achieve our best for the Hume Community. We are proud and passionate about working towards better outcomes and expect that they are at the centre of everything we do.</p>

### WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

Managers, Coordinators, Team Leaders and Supervisors are required to participate in the WHS process by:

- Assist with the implementation of WHS policies, procedures, guidelines, work instructions and Control Plans.
- Consult with employees on WHS issues and support Health & Safety Representatives in their duties and/or requests.
- Discuss WHS issues as a part of team meetings.
- Conduct and document system reviews and inspections of employees and contractors with assistance from the WHS Team, manager(s), Health & Safety Representatives and/or employees.
- Ensure appropriate training and instruction is given to personnel allowing them to complete jobs safely and without risks to health and safety.
- Take appropriate action to alleviate any hazards, unsafe acts or omissions that are observed or brought to their attention and provide appropriate feedback and support.
- Conduct effective induction of all employees, followed by ongoing training to develop and maintain a high level of WHS awareness.

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- Assist with the implementation of Return to Work Plans.
- Ensure that relevant WHS legislation is complied with.

**RISK MANAGEMENT**

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the WHS Policy and Processes and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

**STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS**

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

**SERVICE PLANNING & CONTINUOUS IMPROVEMENT**

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council's Service Planning Framework.

**ASSET MANAGEMENT**

Staff are responsible for undertaking Asset Management functions in accordance with Council's Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

**ENVIRONMENTAL SUSTAINABILITY**

Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council's Waste & Sustainable team and Climate Action Integration team lead Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, which guides action in this area.

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**HUMAN RIGHTS APPLICATION**

As a public authority Council is legislated to act in ways that are compatible with human rights. The Charter of Human Rights and Responsibilities Act 2006 (Vic) provides a framework to guide decision making, to manage risks and to ensure the business of government is carried out in a balanced, transparent, and accountable way. As an employee of a public authority consideration of the human rights of all who Council aims to serve facilitates the improved provision of services, policies and strategies.

<b>POLICE CHECK:</b> The incumbent must have and maintain a current Police Check	
<b>WORKING WITH CHILDREN CHECK:</b> The incumbent must have and maintain a current Working with Children Check	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
<b>PRE-EMPLOYMENT MEDICAL CHECK</b>	
<ul style="list-style-type: none"> <li>The incumbent must undergo a Pre-Employment Medical Check (including fitness for work and functional capacity assessments, muscular-skeletal screening and drug &amp; alcohol test. May also include cognitive assessment.)</li> </ul>	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
<ul style="list-style-type: none"> <li>The incumbent must undergo a Pre-Employment Audio Test</li> </ul>	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
<b>OTHER DUTIES</b> Responsibilities and duties included in this position description are subject to the <i>Multi-skilling</i> provisions of the <i>Hume City Council Enterprise Agreement</i> as varied from time to time.	

**ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

The incumbent is responsible and accountable for:

- Displaying and promoting Council’s Hume Values and guiding behaviours
- Maintaining knowledge of and working within organisation Policies and Procedures including WHS, EEO and Code of Conduct;
- Acting in line with policies, goals, objectives and budgets with regular reporting mechanisms to determine progress in achieving objectives;
- Lead the recruitment, supervision, training and development of staff in the health and fitness areas; including providing staff with the resources necessary to deliver the highest quality service relative to membership development;
- Monitoring service delivery in relation to health and fitness programs to grow the existing level of membership in line with the business plan forecasts for attendances.
- The accuracy and timeliness of the collection and analysis of data, statistics and information, and the provision of information to assist in the planning of leisure services; particularly in relation to membership data;
- Provide operational advice and recommendations and support to internal and external contacts relating to Council and leisure organisational policies, strategies and procedures;
- Contribute to the development, implementation and evaluation of policies and planning of leisure services;
- Providing information and making recommendations to the Unit Leader Fitness and Sport on matters that will affect or improve membership development;
- Ensure effective monitoring of budgets and stock inventory relating to fitness area operations, facility maintenance, cleaning and safety.

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**JUDGEMENT AND DECISION MAKING:**

The incumbent is accountable for:

- Using initiatives to problem solve and make decisions relating to the procedures and day to day operations of fitness and program services. Problem solving may involve adapting previous experiences to new situations;
- Provide recommendations and input to support business cases on continuance or alteration of fitness programs, services and/or equipment based on commercial financial viability and community benefits to the Unit Leader Fitness and Sport;
- Preventing hazardous situations and to respond accordingly in the event of an emergency in line with relevant guidelines;
- Decisions are made within established guidelines, with guidance available from senior employees

**SPECIALIST KNOWLEDGE AND SKILLS:**

The following knowledge and skills are required to be utilised:

- Effective research skills to keep up to date with current fitness programs and trends within the industry;
- Effective analytical skills in the development, management and evaluation of a wide range of fitness programs and services;
- Knowledge and demonstrated understanding of relevant legislation and regulations relating to public health and safety issues;
- Demonstrated knowledge of relevant budgeting techniques in the management of resources with the ability to meet key operational and financial objectives in the fitness services area;
- Knowledge of and ability to implement various promotional activities;
- Proficient in relevant computer software and the use of database and spreadsheet programs including Microsoft Word and Excel, Envibe, MyWellness and other specific council software applications i.e. Finance One;
- An understanding of the long-term goals of Hume Leisure and the individual goals of each service area;
- Proven skills in staff development, the implementation of HR practices, and developing partnerships with stakeholders.

**MANAGEMENT SKILLS:**

The following management skills are required to be utilised:

- Demonstrated skills in managing time, setting priorities and planning work schedules and where appropriate that of other employees in the most efficient way possible within and set timetables and resource constraints;
- Demonstrated ability to recruit, supervise, train and develop Gym Instructor and Personal Training staff;
- Participation in, and contribution to, professional networks relating to the fitness and leisure industry;
- Understanding of, and ability to implement human resources policies and practices, including Occupational Health & Safety (OHS), Equal Employment Opportunity (EEO), and an ability to ensure staff adhere to these policies and procedures;
- Contractor management skills.

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**INTERPERSONAL SKILLS:**

The following interpersonal skills are required to be demonstrated:

- Strong written and oral communication skill with the ability to gain cooperation and communicate both verbally and in writing to a broad range of people from diverse backgrounds and cultures and in the supervision of other employees;
- Capacity to liaise effectively with external stakeholders and collaborate internally to resolve and discuss operational problems and specialist matters in the provision of leisure centre services and facilities management;
- Ability to identify customer needs and expectations, decide the appropriate action and respond accordingly.

**QUALIFICATIONS AND EXPERIENCE:**

The following qualifications and experience are required for the position:

- Degree or Diploma in Physical Education, Bachelor of Science (Human Movement) Degree or lesser formal qualifications with skills and relevant industry experience.
- Current Provide First Aid Certificate & CPR Certificate
- Current Employee Working with Children Check.
- Current Fitness Australia accreditation (or in a position to gain accreditation)
- Current Pool Lifeguard qualification would be advantageous
- Experience with supervision and operation of a gymnasium facility and services within a Leisure centre
- Current driver's Licence

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### TASK ANALYSIS

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights – above 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
– below 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Manual handling frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive manual work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive bending/twisting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive kneeling/squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working with arms above head	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting above shoulder height	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Using hand tools – vibration/powerful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operating precision machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Close inspection work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing hearing protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing eye protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing safety shoes/boots (steel cap) / gum boots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing other relevant PPE	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working in dusty conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in wet/slippery conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working with chemicals/solvents/detergents	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Washing hands with soap (hygiene)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working at heights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in chillers (+4 degrees C)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Performing clerical duties	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working on a keyboard	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving cars and/or trucks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other special features (e.g. nature of chemicals, travelling requirements etc):				

### VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position description are to be undertaken in accordance with the General Employee Handbook.

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**SELECTION CRITERIA:**

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the position description:

1. Degree or Diploma in Physical Education, Bachelor of Science (Human Movement) Degree or lesser formal qualifications with skills and relevant industry experience.
2. Relevant licenses for the role e.g. Provide First Aid Certificate, CPR and WWCC.
3. Current Fitness Australia accreditation.
4. Strong experience supervising teams, ensuring alignment of staff to organisational goals, including experience in the operation of a gymnasium facility and services within a Leisure centre
5. Ability to implement basic personnel policies and practices, including Occupational Health & Safety (OH&S), Equal Employment Opportunity (EEO), ensuring staff adherence.
6. Excellent oral and written communication skills, with the ability to gain cooperation and communicate effectively with a broad range of people from diverse backgrounds and cultures.
7. Current Level 2 First Aid and CPR Certificate
8. Current Driver's License

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