

Position Description

Position Title	Senior Health & Fitness Officer
Directorate	Community Development
Business Unit/s	Recreation & Leisure Services
Reports to	Team Leader Health & Fitness
Classification	Level 5 – Inside Workforce Agreement

Organisational Overview

The City of Stirling is located eight kilometres north of Perth’s central business district and covers an area of around 100 square kilometres from Scarborough, Trigg, and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 243,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1400 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged, and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

Organisational Vision, Mission Statement and Values

Vision

A sustainable City with a local focus.

Mission Statement

To serve our community by delivering efficient, responsive, and sustainable service.

Values

The City of Stirling’s core values are:

- Approachable
- Responsive
- Transparent
- Innovative

Reporting Relationships

This position reports to Team Leader Health & Fitness.

Business Unit Purpose

To provide and facilitate a wide range of sport, recreation, and healthy lifestyle opportunities for the community through the delivery of strategic infrastructure planning, facility management, club development, beach services and leisure programming.

Position Overview

This position supervises the Health & Fitness component of the Stirling Leisure to ensure daily operation demands of the health & fitness facilities and programs are met. Responsible for supervising and maintaining the Health & Fitness service areas and staff to achieve target levels of profitability whilst delivering a suitable level of safety, good practice, and customer service.

Position Objectives

- Supervise daily operations of Health & Fitness facilities and programs, including personal training and group fitness, ensuring delivery meets facility and industry standards.
- Maintain all Health & Fitness Centre equipment and facilities to an acceptable clean and safe standard. Assist in new equipment purchases or replacement of equipment as necessary.
- Review, develop and implement health & fitness classes and programs
- Lead community engagement initiatives such as member challenges and workshops
- Assist the Team Leader Health & Fitness develop an annual Business Plan that incorporates an Annual Budget and Marketing Plan for the Fitness Centre.
- Assist the Health & Fitness Team Leader in developing and implementing an annual marketing plan to achieve business objectives.
- To develop and continually upgrade an Operations Manual for health and fitness.
- To be involved with the interview process, selection and induction of new Health & Fitness employees as required.
- To regularly monitor Health & Fitness employees and conduct biannual reviews to ensure employees are meeting facility and industry standards.
- To supervise all Health & Fitness Centre employees, devise rosters/timetables and ensure all classes and shifts are covered, including replacement shifts and covers.
- Assist the Health & Fitness Team Leader to deliver regular training and meetings for Health & Fitness employees. Develop effective communication between all levels of employees.
- To develop a good rapport with members and other Fitness Centre users by developing and adhering to customer service guidelines.
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- Manage and respond to customer enquiries with a high level of customer service, converting enquires to membership sales and retaining members

- Assist and monitor a membership database system including administration procedures of membership services including suspensions, transfers, direct debits, upgrades, cancellations, and refunds.
- Assist and monitor online accounts related to memberships, appraisals and member engagement
- Ensure, through regular assessments that fitness appraisals, programme designs, exercise technique demonstrations and class structures are conducted at an agreed facility and industry standard.
- To conduct fitness assessments, programmes design, and exercise demonstrations as required.
- Implement and monitor a cleaning and maintenance schedule and recording system to ensure that the Health & Fitness Centre areas are maintained in a safe, clean, and tidy condition to minimise risks to employees and users of the facility.
- Maintain a high standard of customer service in accordance with the City's Customer Service Charter and relevant protocols and procedures.

Corporate Responsibilities

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Observe all safe working practices and work as directed by your supervisor.
- Ensure that you take reasonable care to ensure your own safety and health at work and that of others.
- Takes responsibility for and actively promotes the importance of the City's Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Understand the principles of customer service and undertake duties and responsibility in accordance with the City's Customer Service Charter.
- Undertake duties and responsibilities in accordance with corporate policies, management practices and procedures and demonstrate expected behaviours aligned with the City's Code of Conduct.
- Perform other duties as directed.

Selection Criteria

Qualifications/Education Level	
Eligible for AusActive Registration or an industry recognised equivalent.	Essential
Mandatory Certificates, Licences, Tickets, Memberships, Registrations	
Certificate IV in Health & Fitness. (Or equivalent tertiary qualifications)	Essential
Current Provide First Aid Certificate.	Essential
Current CPR Certificate.	Essential
Knowledge, Skills, Experience & Abilities	
Well-developed written and verbal communication skills.	Essential
Comprehensive knowledge of appraisal techniques and exercise prescription.	Essential
Understanding of current trends in the recreation and health and fitness industries.	Essential
Intermediate skills using MS Office Suite (Word, Excel, Outlook, PowerPoint).	Essential
Considerable experience in fitness instruction.	Essential
Demonstrated staff supervision experience.	Essential
Demonstrated customer service experience.	Essential
Sound knowledge of Facility Management computer programs.	Desirable
Knowledge and experience of budgeting and financial reporting.	Desirable
Experience in Group Fitness timetabling and Health & Fitness programming.	Desirable
Experience in Group Fitness instruction and personal training.	Desirable
Other	
National Police Clearance (under 3 months).	Essential
Current Driver's Licence	Essential

Office use only

Position Creation Date	Date	February 2019	Officer	
Last reviewed/Modified	Date	April 2025	Officer	Team Leader Health & Fitness