POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Gym Supervisor	**Level**	6
Business Unit	Community Services and Facilities	**Position Number**	01437
Directorate	Customer and Community Services	**Date Established**	July 2017
Reporting to	Team Leader Health & Fitness	**Date Updated**	November 2026

2. KEY OBJECTIVES

- Supervision of the Gym and responsible for developing, implementing and reviewing the gym programming strategy to achieve member retention and financial targets.
- Responsible for developing, implementing and reviewing the gym equipment and maintenance strategy, to meet customer expectations and financial targets.
- Responsible for leading and training the gym team in program development and delivery, customer service and member engagement.
- Responsible for accurately managing point of sale software system for program data and financial reporting.
- Undertake people management responsibilities and effectively manage customer, staff and contractor behaviour in the gym, to maintain and promote a safe work environment.
- Lead the gym team to consistently provide high level customer service to both internal and external customers of Craigie Leisure Centre.

3. KEY ACCOUNTABILITIES

- Prepare training plans, identify training needs and deliver coaching and mentoring to the gym team regarding programming development and delivery, member communication and customer engagement.
- People management activities are undertaken in accordance with relevant legislative requirements and the City's protocols and procedures.
- Ensure all financial activities are undertaken in accordance with the City's purchasing protocols and practices.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.
- Prepare, implement and review annual equipment inventory and maintenance schedule.

4. KEY ACTIVITIES

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Outcome: Gym and Small Group Training Program • Monitor the application of the health and fitness operational standards. • Develop, implement and review gym and small group training programs and activities that meet customer and member needs and maximise venue utilisation and participation. • Develop and implement project plans for programming, within timeframes. • Monitor and adjust program scheduling and timetabling for small group training programs to meet key performance indicators and budget targets. • Plan, develop and implement the gym equipment maintenance schedule, monitor contractors and scheduling works to minimise customer impact. • Review gym equipment and layout, and recommend changes to improve customer utilisation, flow and experience. • Monitor and track member retention to meet key performance indicators. • Work in collaboration with the Membership Supervisor to grow and retain the membership base. • Liaise with the Group Fitness Supervisor in the planning and scheduling of the group fitness and small group training timetables. • Keep informed of short- and long-term industry trends in gym equipment and small group training programs and services to develop and drive creative improvements to advance market position. • Monitor the day-to-day operation of the gym, delivery of the small group training programs, setup and pack up of equipment and general cleaning of the gym. • Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience. **Outcome: Gym Promotion** • Collaborate with the Marketing Officer to develop and implement creative marketing campaigns, within timeframes, as per the annual marketing calendar. • Monitor and evaluate the effectiveness of campaigns against industry trends. • In conjunction with the Marketing Officer, contribute to the planning and execution of the Craigie Leisure Centre general awareness campaigns to effectively showcase member experiences. • Monitor and maintain the Craigie Leisure Centre website and systems information relevant to the gym and small group training timetable with a high degree of accuracy and currency. **Outcome: Gym Software and Administration** • Manage the point of sale software set up and administration for the gym. • Manage the confidentiality and privacy of customer and member records. • Resolve member queries to reach satisfactory outcomes for members. • Collate and analyse gym data to prepare sales and retention reports to guide the overall business strategy for the gym. • Undertake procurement activities including raising purchase requisitions and processing invoices. • Manage, adjust and improve the audio visual programming in the gym. **Outcome: Work Health and Safety** • Lead the gym team to be proactive in maintaining a safe environment. • Effectively manage contractors in the gym, to ensure compliance with contractor management processes. • Effectively manage customer behaviour, including incident documentation and reporting.

- Report any incidents, unsafe practices, accidents and or injuries.
- Contribute to the resolution of work, health and safety issues in consultation with the relevant WHS Representatives and the City's HR Advisor Safety & Risk Management.
- Identify hazards, assess and control risks in accordance with established safety and health standards, policies and procedures.
- Maintain compliance with the City of Joondalup's risk management policy and procedures.
- In conjunction with the Chief Warden coordinate emergency response and provide first aid/emergency care in accordance with established emergency procedures and rescue techniques.

Outcome: People Management
- Monitor and maintain staffing resources according to operational requirements, including the development of roster arrangements.
- Undertake recruitment and selection process.
- Monitor and manage performance of employees by providing appropriate feedback.
- Provide leadership, coaching and on-the-job training for employees.
- Develop and implement annual staff training calendar, identify training opportunities and communication strategies related to program delivery and customer engagement.
- Facilitate the completion of payroll documentation in accordance with payroll timeframes.

Outcome: Customer Service
- In collaboration with Customer Experience Supervisor, monitor customer satisfaction levels and researched through customer feedback and participation trends.
- Develop and maintain positive relationships with internal and external stakeholders
- Deliver quality customer service by proactively identifying and resolving specific customer needs and exceeding their expectations.

5. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications:

Skills:
- Organisational and time management skills.
- Proven ability to identify, implement and deliver programs.
- Ability to work effectively as part of a team.
- Interpersonal, verbal and written communication, conflict resolution and negotiation skills.
- Leadership, coaching, feedback and people management skills.
- Computer literacy including Microsoft Office and point of sale software system and membership databases.

Sound Knowledge:
- Activities involved in the delivery of gym and small group training programs and services.
- Rules, regulations and guidelines advocated by national governing and key industry bodies governing conduct of gym and small group training programs and services.
- Work health and safety legislation and legislation relevant to gym and small group training programs and services.
- Gym and Small Group Training industry trends.
- Membership databases.

Demonstrated Experience:

- Developing, implementing and evaluating small group training programs and services.
- Supervision and delivery of gym and small group training programs and services.
- Supervising teams and working within groups to achieve desired outcomes in a customer / member service environment.
- Delivering high quality customer service.

Qualifications / Clearances:

- Relevant tertiary qualification or equivalent experience.
- Current Provide First Aid Certificate (HLTAID011).
- Current Provide Cardiopulmonary Resuscitation (HLTAID009) (renewed annually).
- Current WA 'C' Class Driver's Licence.
- Current National Police Certificate.

6. EXTENT OF AUTHORITY

- Required to set outcomes within defined constraints.
- Freedom to act governed by clear objectives and/or budget constraints.
- Solutions to problems generally found in precedents, guidelines or instructions. Assistance usually available.
- Exercises judgment and initiative in decision making where procedures are not clearly defined.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works under general direction.

Internal:

- All other business units.

External:

- Members of the Leisure Centre.
- Casual users of the facilities and the general public.
- Government and industry health and fitness bodies and/or agencies (Fitness Australia, Australian Institute of Fitness, Western Australian Fitness Industry etc.).
- Community and corporate groups.
- Other local governments.

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	7 plus oversight of a casual workforce