

Position Title	Health and Fitness Trainer
Department	Community Services
Division	
Unit	Leisure & Aquatic Services
Team	Leisure & Wellness
Supervises	Nil
Reports To	Team Leader Health and Wellness
Grade	D
Date Prepared	24/01/2025
Date Last Updated	20/04/2026

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary Purpose of Position

The role is responsible for the education, instruction and integration of members and Health Club users into associated programs; supervision of patrons using the gym facilities; and providing assistance and advice for groups and individuals to improve overall health and wellbeing.

Our focus is our customers and this role plays a key part in our vision to personalise the health and fitness journey for the Community of Canterbury Bankstown. It is also their responsibility to assist with the supervision, advice and control of Council's fitness programs in accordance with Council's policies, the requirements of the public and industry standards.

Accountabilities

- Be passionate and deliver exceptional and unique service to customers in line with Council's policies, procedures, industry standards and Council's Leisure & Aquatics Customer Service Charter.
- Maintain a healthy member base, in line with health club targets
- Engage with member's in the Centres to advise of offerings and encourage secondary spend.
- Nurture relationships with Client's and Members.
- Ensure programs are current, inclusive and delivered within conditions that are safe for customer participation.
- Communicate with members and provide information on the programs and activities held within the centre.
- Prepare all equipment prior to the commencement of shifts/classes and sessions and store away in the appropriate areas on conclusion. Ensure that equipment is checked and kept clean after each use.
- Ensure all gym spaces are held to a high standard of cleanliness and all equipment is functional and audited regularly.
- Conduct individual and group training sessions in line with centre programs, schedules and timetables.

- Assist new and current members on their health and fitness journey by engaging with members, seeking feedback, conducting fitness assessments and where possible providing personal exercise programs.
- Ensure appropriate documentation and record keeping including pre-exercise questionnaires.
- Ensure that essential qualifications are current and regularly updated.
- Report any hazards, incidents safety issues and/or other concerns to the Team Leader immediately.
- Liaise with other work areas to provide and seek information relative to daily operations of the Centre.
- Respond to customer requests and/or complaints in a timely and professional manner.
- Promote the positive and collaborative culture and values of the organisation through open, fair, and transparent decision making and ethical, professional behaviour.
- Work in collaboration with and assist the greater LAC team, Manager, and other key stakeholders to achieve business unit goals, work requests, demands and Council priorities.
- Any other duties within skills, competence and training as required by the Leisure and Aquatics Leadership Team.

Personal Trainer Accountabilities (if applicable)

- Proactively supervise the gym, coach technique and educate individuals using the equipment.
- Assist with the design and implementation of quality health and fitness programs which will meet the needs of the community and industry requirements and legislation.
- Deliver personalised sessions and training techniques to customers and client base in line with financial and session targets.

Group Fitness Accountabilities (if applicable)

- Deliver exceptional and unique Group Fitness and Aqua Aerobics classes in line with Council's policies, procedures, industry standards, and the Leisure & Aquatics Customer Service Charter.

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Council Officer		
Capability Group	Capability Name	Level
 Personal Character	Lead Self	Adept
	Display Resilience	Intermediate
	Act with Integrity	Adept
	Safety and Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	Customer and Community Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Innovate and Improve	Intermediate
	Deliver Results	Intermediate
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Safety and Accountability	Intermediate	- Follows through reliably and openly takes responsibility for own actions - Understands delegations and acts within authority level - Is vigilant about the use of safe work practices by self and others - Is alert to risks in the workplace and raises them to the appropriate level
Relationships		
Customer and Community Focus	Adept	- Demonstrates a sound understanding of the interests and needs of customers and the community - Takes responsibility for delivering quality customer- focused services - Listens to customer and community needs and ensures responsiveness - Builds relationships with customers and identifies improvements to services - Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results		
Deliver Results	Intermediate	- Takes the initiative to progress own and teamwork tasks - Contributes to the allocation of responsibilities and resources to achieve team/project goals - Consistently delivers high quality work with minimal supervision - Consistently delivers key work outputs on time and on budget
Resources		

Assets and Tools	Intermediate	• Uses a variety of work tools and resources to enhance work products and expand own skill • Ensures others understand their obligations to use and maintain work tools and equipment appropriately • Contributes to the allocation of work tools and resources to optimise team outcomes
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* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Fraud & Corruption Prevention

All staff must familiarise themselves with Councils policies, systems and procedures that are in place to guard against the risk of fraud and corruption. This includes behaving ethically at all times, and actively identifying and reporting any suspected fraud and corruption.

Qualifications and Experience

Essential Qualifications

- Certificate III Fitness
- Certificate IV Fitness (only relevant to personal training)
- Current Senior First Aid Certificate
- Current CPR Certificate
- Working with Children Check
- Fitness registration with an Australian based organisation or willing to obtain within 3 months of employment

Essential Experience

- Demonstrated experience in managing high quality customer experience.
- Previous experience in working within a Leisure and Aquatic Centre/Fitness Centre environment.

- A strong commitment to providing excellent Customer service.
- Experience in developing, educating and implementing fitness programs for all participants.
- Experience in instructing a variety of group fitness/small group training sessions and/or aqua aerobics classes.
- Ability to exercise initiative in the performance of duties and work with limited supervision.
- Knowledge of statutory regulations, codes of practice and legislation pertaining to working within a Leisure and Aquatic Centre.
- A flexible and cooperative approach in relation to working varying hours and sudden changes in work conditions.
- Assist new and current members on their health and fitness journey by engaging with members, seeking feedback, conducting fitness assessments and writing personal exercise programs.
- Sound computer skills.

Essential Experience (only relevant to personal training)

- Demonstrated experience with conducting Personal Training sessions and fitness programs.
- Experience in developing a client base with a track record of high retention rates.

Desirable Qualifications and or Experience

- Additional Group Fitness qualifications
- Diploma in Fitness
- Strength and Conditioning (ASCA Level 1 or above)

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☒	☐
Does this position require incumbent to undergo criminal reference check?	☐	☒
Does this position require incumbent to demonstrate good driving Licence class required:	☐	☒
Will incumbent need to make disclosure of pecuniary interest?	☒	☐
Could there be a conflict of interest with secondary employment?	☒	☐
Does this position have an inherently high risk for fraud and corruption?	☐	☒