



Core Purpose: Investing in the Next Generation
Core Values: Honesty, Caring, Responsibility, Respect
Vision: Helping to build strong people, strong families, strong communities

Job Guideline

Position	Health & Fitness Team Leader
Department	Health & Fitness
Based at	Bishopdale YMCA
Reports to	Health & Fitness Manager
Direct Reports	Health & Fitness Instructors Personal Trainers
Works with (internal)	Group Fitness Team Leader Community Fitness Co-ordinator Members User Groups Participants and Supporters
Works with (external)	Health Organisations Businesses and schools Sporting Organisations
Objective	Making a difference by “investing in the next generation”
Job Purpose	To provide leadership, excellent customer service standards and a vibrant, professional and fun fitness choice for our members at both YMCA clubs. This position leads the Health & Fitness team and will look to set standards, develop fitness programmes, and look for opportunities for growth and success in membership numbers and retention, whilst adhering at all times to YMCA values and purpose. This position will establish strong relationships and be collaborative with our Group Fitness team leader and Community Fitness co-ordinator to achieve mutual benefit and success for the centre.

Overview – YMCA Christchurch

The YMCA Christchurch is a not for profit social service agency. Our core purpose statement is ‘investing in the next generation.’ Recently we have set a new strategic plan, refreshed our branding, and clarified our key messages. With our programmes and services being dynamic and responsive to community needs, there is an opportunity to use social media platforms to advantageously influence the way people think about, feel about and understand our organization.

Key Outcomes

Providing exceptional customer service

- > Continuing and growing the culture where people feel included and part of a wider community
- > Ensure the fitness team are at all times meeting the expected standards of customer service as agreed
- > Ensure communication both internally and externally is of a consistently high standard, and meet the expectations of our members and participants
- > Ensure the visual appearance and hygiene standards of the facility are maintained at all times

Increasing participation in our programmes and memberships

- > Promote further participation in our programmes and other services to ensure our participation, attendance and membership targets are met
- > Ensure the fitness instructors and personal training team are performing to the expected standard in relation to client numbers and programme reviews
- > Manage, record and maintain participation, programme and membership numbers in accordance with the agreed standards
- > Keeping abreast and implementing new developments/initiatives in the fitness industry

Being a great team player

- > Ensure the fitness team and other direct reports are meeting the expected standards in relation to attendance, hygiene and uniforms

Living in a culture of uncompromising safety

- > Ensure the health and safety obligations of the YMCA are maintained at all times
- > Maintain an environment where the fitness team and other direct reports are competently and consistently improving the safety of the workplace and facility
- > Ensure the facilities and workplace are meeting our compliance obligations

Support the smooth running of the YMCA

- > Complete all daily, weekly and monthly reporting as agreed
 - > Ensure all administration for the fitness centre is up to date as agreed
 - > Maintain all staff levels, roster and arrange cover in line with budget and business requirements
 - > Perform any other reasonable/additional tasks to meet the expectations of your role as required, from time to time or as delegated by your manager
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Personal/General

Qualifications/ Experience

- > Relevant experience and/or a relevant tertiary qualification in the area of Fitness and Exercise Science
- > Proven leadership and managerial skills that enable teamwork and productivity
- > Current first aid certificate (or willing to acquire one before beginning employment).

Competencies

- > Highly organised and efficient
- > Pro-active, adaptable and results-driven
- > Financial management skills
- > Strategic planning and marketing skills
- > Excellent communication skills, both written and verbal
- > Proficiency in Word, Excel, and database software (or similar)
- > Ability to deal effectively with a range of people, including the youth sector
- > Ability to work within the principles of the Treaty of Waitangi and YMCA Core values

Other

- > Full driver's license required
 - > Clean police record required
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Job Pathways

Sideways:	Other YMCA Team Leader roles
Outwards:	YMCA Management/ Team Leader roles at other YMCAs
Upwards:	YMCA Management roles

YMCA Statement on Career Development:

- > The YMCA Christchurch tries wherever possible to allow staff to develop their skills in a planned way which allows them to progress to other roles if they aspire to.
- > This could be within the department they work or more broadly to other YMCA departments or other Ys around New Zealand/the world.
- > Performance reviews which include planning personal development occur at least once a year, but should be an ongoing conversation between staff and their direct report.
- > The YMCA provides on-the-job training which all staff are encouraged to engage with, which includes child protection, health & safety, youth development, Te Tiriti, as some core compulsory aspects to this.
- > Leadership development programmes and management courses are available for YMCA staff via external agencies upon invitation by the CEO or an Exec Manager.