



Position Description

Position Title: Activity Manager/Coordinator

Branch: Blackwater PCYC

Manager: Branch Manager

Primary purpose of role: The purpose of the role is to manage the day to day operations of the gym and group fitness classes, which includes overseeing the financial performance. The role is responsible for the development and delivery of gym circuits and group fitness classes for PCYC clients and ensure a professional standard of supervision, training and service is maintained at all times. The role also supports the Branch Manager in daily service delivery/operational management of the Branch, its staff and volunteers, and various activities as required.

Reporting Structure

Reports to:
Branch Manager

Roles reporting to this position:
Nil

Working Relationships

<u>Internal</u>	<u>External</u>
<ul style="list-style-type: none"> • PCYC Branch Management and staff • PCYC Branch Management Committee • PCYC State Team as required 	<ul style="list-style-type: none"> • Business and Community Organisations • PCYC Branch Members

Key Performance Indicators

KPI	Description	Measures
Program Delivery	<ul style="list-style-type: none"> ▪ Delivers group programs/sessions in compliance with safety and industry approved practice requirements ▪ Identify and conduct assessments on potential and existing clients for sports and recreation activities and programs ▪ Conduct WH&S inspections on activity equipment and ensure the cleanliness of the activity area ▪ Equipment is maintained and used in a safe manner by all users 	<ul style="list-style-type: none"> ▪ Activities and programs are delivered to participants in a safe manner ▪ Assessments are conducted and programs tailored to meet the fitness levels of the clients ▪ Program area is cleaned ▪ Equipment is maintained, participants instructed in the safe use of equipment and damaged or broken equipment is reported to the Branch Manager ▪



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<p>Program Administration</p>	<ul style="list-style-type: none"> ▪ Develop activity/training programs and prepare associated documentation ▪ Devise and deliver and evaluate a marketing/promotional plan to improve activity program, retain current participants and attract new participants ▪ Prepare assessment/evaluation criteria at an individual and program level 	<ul style="list-style-type: none"> ▪ Various Activity/Training programs are developed which meet the needs of the participants and industry and Company requirements ▪ A marketing/promotional plan is developed and turnover is within agreed limits, new participants are attracted to the program and programs reviewed, as necessary. ▪ Evaluate/review Activity/Training programs ▪ Feedback is recorded on individuals and programs
<p>Financial Management</p>	<ul style="list-style-type: none"> ▪ Oversee the financial management of the gym ▪ Prepare, monitor and reporting of budget (actual versus forecast and variances) to the Branch Manager ▪ Provision of financial reports 	<ul style="list-style-type: none"> ▪ Accurate and timely financial budget, variance and other financial analysis, reports and advice provided to Branch Manager as required.
<p>Relationship Management</p>	<ul style="list-style-type: none"> ▪ Maintain good working relationships with staff, patrons, customers, Company, community members and industry bodies ▪ Respond to enquiries from Branch and Company staff, Branch members, community members, visitors and industry bodies in an effective and timely manner ▪ Provision of competent and confidential administrative support to the Branch Manager and Management Committee 	<ul style="list-style-type: none"> ▪ Customer satisfaction with services provided ▪ Feedback received from clients/customers ▪ Responses to client enquiries within 24 hours, or, if a complex matter, clients are advised of estimated response time ▪ Maintenance of privacy and confidentiality of commercial, personal and operational information
<p>Teamwork</p>	<ul style="list-style-type: none"> ▪ Supervise, train and mentor Trainees, Assistant Instructors, Instructors, including in the safe delivery of programs and ensuring a safe workplace for clients ▪ Guide and support other Branch staff to deliver approved services and activities 	<ul style="list-style-type: none"> ▪ Supervision and training of staff complies with Association employment practices and the Code of Conduct ▪ Feedback from colleagues ▪ Support the Branch Manager and other supervisors by sharing information in a timely and appropriate manner ▪ Contribute positively to team and workplace effectiveness and harmony



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	<ul style="list-style-type: none"> ▪ Model Code of Conduct behaviours by working cooperatively and effectively with colleagues ▪ Contribute to continuous improvement in Branch operations and customer services 	<ul style="list-style-type: none"> ▪ Staff performance and feedback
PCYC Policy and Procedures	<ul style="list-style-type: none"> ▪ Demonstrate knowledge and compliance with PCYC policies and procedures. ▪ Understands and ensures compliance with PCYC Workplace Health and Safety policies and procedures in all company workplaces ▪ Implements and maintains safe work systems and workplace environment ▪ Accepts personal responsibility for maintaining a safe workplace and work practices 	<ul style="list-style-type: none"> ▪ Demonstrated knowledge of where to locate policies, procedures etc. ▪ Demonstrated understanding of key policies and procedures ▪ Signed Code of Conduct ▪ Demonstration of safe work practices including identification and reporting of hazards/workplace incidents as they occur

While representative of the duties and responsibilities of the role, this Position Description does not imply that there are the only duties to be performed. The employee may be required to follow any other lawful instructions and to perform any other duties reasonably requested and within the assessed skills of the employee.

Selection Criteria

To qualify for this position the following essential criteria must be met:

Essential

1. At least seven (7) year's experience in the area of instruction, along with undergraduate or post-graduate qualifications in Fitness, Community Recreation or equivalent AQF qualification in a relevant practice area;
2. Group level accreditation with relevant industry body and at least five (5) year's continuous membership
3. Well developed communication, negotiation and interpersonal skills with demonstrated ability to build and maintain relationships both internally and externally;
4. Effective time management and organisational skills with a demonstrated ability to meet deadlines and commitments;
5. Demonstrated ability to work autonomously and as a part of a team;
6. Senior First Aid and CPR certificate
7. Eligibility for a Children's Commission's Suitability Notice/Blue Card

Desirable

8. Demonstrated experience in financial management along with the ability to analyse information and develop and implement corrective strategies and actions
9. Well developed skills in the Microsoft Office suite of products (Word, Excel, Outlook)



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Standards to which performance will be assessed

- Key Performance Indicators
- Compliance with PCYC policies, procedures and practices
- Compliance with the position description
- Management and peer feedback.

Sign Off

I understand that my performance will be managed as per the requirements outlined above in the position description. I confirm that I have read, understood and commit to the above.

Employee Name: _____

Signature: _____

Date: _____

CREATED BY:	GM – People
APPROVED BY:	GM – Operations
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