



MAHI TAHI

We are one team, stronger together as we work with our community to deliver outcomes that matter.

AROHATŌMAHI

We love our work and know that our work matters. That is why we do what we say we will do and apply energy and enthusiasm across our mahi.

TIAKITANGA

We proudly and professionally contribute every day to the care of our community and whenua with courage, positivity and mana, leaving a legacy which will protect a future that matters.

MANAAKITANGA

We put our people first and show them they matter, through a caring whanau centric and solutions focused approach.

DETAILS

REPORTS TO	Fitness Co-ordinator
GROUP	Aquatics Horowhenua
DIRECT REPORTS	Nil
FINANCIAL DELEGATION	Nil
WARRANTS REQUIRED	Nil

PURPOSE

As a member of the Aquatics Horowhenua team, this role is responsible and accountable for the delivery of job specific responsibilities in line with their Business Units program of work. You will provide high quality delivery and professional instruction and coaching of fitness classes within our framework in line with Te Mahi Ako guiding principles. Play a key role in promoting Aquatics programs by communication with community members to foster great relationships.

KEY ACCOUNTABILITIES

AREA	EXPECTED OUTCOMES
YOU MATTER	PERSONAL DEVELOPMENT Proactively engage in ongoing personal development by having an appropriate development plan and seeking feedback to help develop and grow.
	PROFESSIONAL DEVELOPMENT Proactively engage in development plans and opportunities to develop career pathways with ongoing professional development. Maintain professional training and acumen as appropriate.
WORK MATTERS	PLAN AND IMPLEMENT FITNESS CLASSES Teaching of scheduled fitness classes, observing scheduled start and finish times. Preparing appropriate equipment, music, programme and information for each class as required. Evaluate customer's abilities and progress and adapt programs to suit.
	CUSTOMER FOCUS Instructs customers on effective workout methods, proper technique and ability to demonstrate exercises.

	<p>Sound knowledge and ability to identify different muscle groups and target utilising appropriate methods to strengthen as required.</p> <p>Observing participants and informing corrective measures or encouraging sustained exertion as appropriate.</p> <p>Ability to offer alternatives as required.</p>
	<p>INNOVATION</p> <p>Assist in development of fitness programs as appropriate.</p> <p>Promotion of different Aquatics programs.</p>
	<p>HEALTH, SAFETY AND WELLBEING</p> <p>Support the team to resolve any Health & safety incidents raised.</p> <p>Remain vigilant in identifying hazards or potential hazards, and taking steps to mitigate.</p> <p>Active participation and engagement in HDCs health, safety and wellbeing practices and projects. Safe working practices are applied leading a safe work environment for staff and contractors.</p>
	<p>CIVIL DEFENCE</p> <p>Assist with Emergency events as required. Attend relevant training as required.</p>
PARTNERSHIP MATTERS	<p>TE TIRITI O WAITANGI</p> <p>Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.</p>
	<p>RELATIONSHIP MANAGEMENT</p> <p>Develop meaningful relationships with customers, Council Employees and stakeholders.</p> <p>Manage Community and customer expectations in line with Council’s strategic goals and adopted policies.</p>
	<p>OPERATIONAL CONNECTIONS</p> <p>Establish and maintain effective and meaningful relationships with our iwi partners in a way which reflect tikanga values.</p> <p>Support council officers to strengthen strategic relationships and work collaboratively with iwi and nominated hapū representatives.</p> <p>Develop and maintain professional working relationships and networks with key stakeholders.</p>
	<p>CUSTOMER FOCUS</p> <p>Champion customer service excellence and lead by example.</p> <p>Ensure services are delivered in an effective and customer focused way, creating and maintaining outstanding personal standards and a welcoming environment.</p> <p>Work collaboratively with other departments to ensure a seamless and positive customer experience.</p>
	<p>COUNCIL CONTRIBUTION</p> <p>Actively and positively participate as a member of the team.</p> <p>Perform other reasonable duties as needed.</p>
PERFORMANCE MATTERS	<p>CUSTOMER EXCELLENCE</p> <p>Internal and external promotion and delivery of Councils Customer Excellence Strategy and framework, and the delivery of customer excellence.</p> <p>Contribute to culture of collaboration which put the needs of the customer first both internally and externally.</p> <p>Build and manage strong client/customer relationships by understanding the needs and setting expectations for excellent customer experience and outcomes.</p>
	<p>CONTINUOUS IMPROVEMENT</p>

	<p>Identify continuous improvement practices to support implementation delivery of the Group and Council's overall business.</p> <p>Identify and present new opportunities for greater customer service and program development/growth.</p>
	<p>RISK MANAGEMENT</p> <p>Identify any organisational risks and take action to minimise their impact</p> <p>Effectively manage risks and establish and contribute to the maintenance of a risk management framework - Resolve and/or escalate issues in a timely fashion.</p>
	<p>PRIVACY</p> <p>Apply the Privacy Act and ensure that all information is treated as confidential.</p>
	<p>VALUES</p> <p>The best interest of the organisation are represented at all times ensuring HDC values are reflected in behaviours and professional delivery of role.</p> <p>Actions are taken and feedback given when.</p>
	<p>ADDITIONAL DUTIES</p> <p>Complete other duties that may be required.</p>

SKILLS, KNOWLEDGE & EXPERIENCE

EXPERIENCE – Experience in Aqua fitness, knowledge of aquatic facilities and/or experience related to services such as Gym instructor would be advantageous. Applicants must hold a current NZ drivers' licence and must be willing to undergo pre-employment checks and screenings such as drug and alcohol related testing.

KNOWLEDGE– Hold or be prepared to obtain a current Aqua Fitness and First Aid certificate acknowledged by Aquatics Horowhenua.

UNDERSTANDING – Applicants must be able to demonstrate adaptability to new technologies, systems, facilities and techniques that enhance customer experience.

ACHIEVEMENT - Demonstrates a strong focus on high performance standards and personal achievement. Goes above and beyond to exceed expectations.

COMMUNICATION – Ability to build and manage relationships. Communicate in a clear, confident and articulate manner that is effective at engaging with and influencing others. Has Presentation and communication skills with knowledge of sound ways to inform audiences (individuals or groups) through oral media.

IMPLEMENTATION - Is reliable, detail-focused and meticulous. Follows through on plans to ensure they are carried out accordingly.

RESILIENCE - Remains calm, composed, and optimistic in stressful or high pressure situations.

SELF-INSIGHT - Is aware of own strengths and weaknesses and actively seeks out opportunities for new learning and growth.

TEAMWORK - Supports and collaborates with team members to achieve targets.

GROWTH MIND SET – Has a desire to learn more and is able to learn new information and skills quickly. Is able to apply learnt information to new problems. Quick to pick up technical concepts.

He rau ringa e pakari ai ngā taura whiri i ō tātou kāinga noho me ō tātou hapori – mai i te pae maunga o Tararua ki te moana

With many hands the threads which weave our neighbourhoods and communities together will be strengthened from the Tararua Ranges to the sea.