

Position Description

Title	Personal Trainer
Location	Site Specific
Reports To	Fitness Manager
Direct Reports	No

About Habit Health

Our purpose is to support people in their community to optimise health and live their best life. We support people on mental and physical health journeys, helping them restore function, grow stronger, re-establish, and grow social, whanau and/or spiritual connections, be safe at work, gain independence and learn how to manage their pain.

We pride ourselves on being the best option in New Zealand for organisations looking for integrated health services at scale.



Position Purpose

Habit Health Personal Trainers provide high quality personal training services to help clients achieve their fitness and health goals. Personal Trainers will guide clients step by step throughout their whole routine. They are passionate about health and fitness, and through their work inspire and encourage clients to develop healthy habits and routines through the safe delivery of effective programs, instruction, motivation and education.

Personal Trainers dig deep into the client's obstacles and motivations behind being active. Their role is crucial for helping to set realistic goals for their clients, and ultimately achieve them. Personal Trainers will actively promote other Habit Health services to deliver an integrated customer experience.

This position description is not intended to be complete or limiting – the role will require a proactive and flexible approach to manage tasks that support a rapid and innovative environment.

Your diary must be open to the reception to book both base time tasks (inductions and assessment sessions) and new PT sessions.

Key Accountabilities

Personal Trainer

All personal trainers must strive to provide high quality personal training services to clients by:

- Adhering to Personal Trainer SOPs at all times
- Identifying goals and create tailored plans
- Helping the client achieve their goals
- Applying great interpersonal skills and communicating clearly

- Being organised and monitoring client progress
- Educating and advising clients
- Staying fit and presenting well
- Ensure maintenance and cleaning of gym area and equipment
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Base hours (eligible to claim)

These hours will be pro-rated if you are part-time.

Period	Eligible base hours
First 4 weeks	Up to 25 hours
Weeks 5, 6, 7 and 8	Up to 20 hours
Weeks 9 and onwards	Up to 15 hours

These hours will be rostered with the club manager and covered base tasks include -

- inductions for new members (30 minutes)
- assessments that are included as part of memberships – 6 weeklies for Platinum members and quarterly for Gold members. (This assessment is one of the following – exercise goal setting, technique session, programme reassessment, measurements)
- club maintenance/cleaning
- timesheet and statistics
- admin such as PT planning/programming
- general work around the gym eg interacting with members/creating sales opportunities.
- Short term cover for front desk

Additional to the above, further role specifics are detailed below depending on the Personal Trainer level.

Personal Trainer (Level 1)

- Develop weekly PT hours to 20+
- Develop their PT skills
- Develop their PT client base
- Attend PT meetings and training sessions
- Offer inventive ways to enhance and promote PT within Habit Health

Senior Personal Trainer (Level 2)

- Work up to weekly PT hours 25+
- Further develop their PT skills
- Further develop their PT client base
- Continue to further educate themselves
- Assist with the training of new PTs
- Assist with PT meetings and training sessions
- Offer inventive ways to enhance and promote PT within Habit
- Act as a role model to the trainers junior to them at their club

Elite Personal Trainer (Level 3)

- Maintain weekly PT hours 25+
- Look to further educate themselves
- Assist with the recruitment and training of new PTs
- Coordinate PT meetings and PT group training sessions
- Develop and offer inventive ways to enhance and promote PT within Habit
- Act as a mentor to the trainers junior to them at their club
- Carry out a fortnightly meeting with these trainers to discuss their KPI's, new clients, further education and other issues

- Lead by example

Customer service

- Welcome and farewell customers; by name whenever possible
- Actively seek out customers in need of further information, help, and encouragement. Engage every customer wherever possible
- Use the phone or face to face as the main form of communication at all times
- Self-analyse/reflect following each customer interaction (regularly review mystery shopper template). Follow up personally or seek manager involvement as required
- Meet conflict with a sincere desire to surpass customer expectations
- Maintain knowledge of all product/service areas to allow confident solution-based sales approach to all customers (Health, Fitness, and Rehabilitation)
- Maintain first aid certification at all times
- Never hesitate to ask colleagues or manager for clarification.

Sales

Personal Training, Habit Rehabilitation, Massage, Nutrition and OTC

- Promote all applicable Habit Health services and products in conjunction with customer services team providing a solution-based sales approach (Personal Training, Habit Rehabilitation, Massage, Nutrition and over the counter products) to existing and potential customers at all times.
- Maintain high level knowledge of personal training options, pricing, promotions and sales process. Keep in constant contact with club manager to ensure accurate matching of clients
- Maintain high level knowledge of physiotherapist skill, areas of interest/specialty, and availability to ensure accurate matching of clients
- Maintain high level knowledge of membership options and understanding of the gym tour process
- Provide regular feedback to the club manager regarding product provision or presentation
- Constantly look to make new contacts, seek referrals and generate PT leads with customer interaction

Diary Management

- Ensure accurate bookings, issue appointment cards and provide reminders where necessary
- Communicate booking changes to all staff involved.
- Commitment to agreed shift rotation – shift changes will only occur under extraordinary circumstances
- Accurate and timely completion of agreed time spreadsheet and associated time logs in payroll system, clearly identifying any variance to roster (eg sick or annual leave)

General Accountabilities

Undertake any other duties at the request of the manager, which are commensurate with the role including

- project work and absence cover.
- Ensure that services are delivered in line with Habit Health values, standards, and other guidelines and contractual requirements.
- Understand and apply the principles of the Te Tiriti o Waitangi • Adhere to the policies and procedures.
- Adhere to the Delegation Authority Framework, and Limitation of Authorities (if any) Framework.
- Undertake training as relevant to your position.
- Participate in surveys and audits as necessary in order to enable the Company to meet its statutory requirements.
- Manage key working relationships (internal and external).
- Adhere to the professional standards of the relevant statutory body if applicable

Key Performance Indicators

Deliverables





- BAU – Consistently deliver accountabilities as outlined in this position description.
- Objectives – Discussed, confirmed, and documented as part of the annual performance review cycle.

This may include:

- Metrics
- Projects
- Process improvement initiatives
- Other stretch objectives

Core Behavioural Competencies

Please refer to SharePoint for the full descriptors.

Customer focus*  Act with the customer in mind and ensuring the customer is at the centre of everything you do.	Motivation to achieve  Be action-oriented and respond positively to challenges and opportunities.	Teamwork  Work together constructively and put the team ahead of individual success.	Leadership**  Provide clear direction and build commitment within the team to achieve Habit Health objectives.
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*Customer is encompassing of all customer groups eg. Internal teams, clients, stakeholders etc.

**Only applies to people managers and roles on pathway to leadership.

Culture

Exemplify our vision, purpose, and values in everything that you do.

Health and Safety

Habit Health are committed to providing a safe and healthy working environment for all staff, including contractors.

You are responsible for:

- taking reasonable care of your own and other's health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others.
- actively maintain up to date knowledge of health and safety procedures available on SharePoint and complying with reasonable instructions, policies and procedures to ensure Habit Health are able to comply with the Health and Safety at Work Act 2015 and relevant regulations.
- identifying and reporting hazards, risks, injuries, illness and incidents (including near misses) that arise from your work or in the workplace and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so eg. manager or health and safety representative (or other contact as appropriate).

Qualifications, Knowledge, Skills and Experience

- Fitness related qualification, preferably a minimum 2-year diploma
- Personal Training experience
- Previous client relationship management experience
- Excellent organisation skills, including time management and the ability to manage a range of tasks and clients
- Ability to adapt communication style to build rapport and establish credibility with a broad range of customers
- Excellent interpersonal skills.