

Position Description



Position Title	Reformer Pilates Instructor
Agreement / Award	Y Whittlesea Enterprise Agreement 2024
Classification	SE 3 (criteria applies)
Employment Status	As per Employment Contract
Division / Department	Y Leisure City
Direct Reports	Nil
Reports to	Relevant Program/Group Fitness Coordinator

POSITION SUMMARY

As the Reformer Pilates Instructor, you will be required to conduct safe, effective, appropriate and stimulating classes within applicable format guidelines and as per your professional training.

You will be relied upon to motivate, educate and show your own passion for physical fitness. Through developing rapport with participants, you will foster a commitment to the participant's health and wellbeing.

This role requires flexibility as regular classes are run 7 days a week across a span of hours, including mornings, evenings and weekends.

DUTIES AND RESPONSIBILITIES

- Conduct and instruct motivational Reformer Pilates classes.
- Build strong rapport and engagement with participants and provide excellent customer service at all times.
- Support all membership retention and marketing strategies.
- Ensure participants are performing exercises safely, always using correct form, and offering modifications with exercises as needed.
- Promote an energetic environment.
- Setup and pack up of studio equipment for each class.
- Be constructive to the overall development of the Reformer Pilates program.
- Participate in special events.
- Complete area checklists thoroughly and accurately.
- Enjoy yourself and convey this to the participants.
- Assist with the daily functions, up-keep and cleanliness of the studio.
- Adhere to all work instructions, policies and procedures.

KEY PERFORMANCE INDICATORS

KPI	Reference	KPI	Reference
Client Retention	Maintain a high retention of clients	Customer engagement	Increase customer satisfaction levels
Communication & Collaboration	Clarity of messages and seeking feedback	Organisation & Coordination	Response times, feedback follow up, process development & preparedness to support
Personal motivation & drive	Self-professional development		

Position Description



CAPABILITIES & ATTRIBUTES

- Able to develop effective working relationships by building credibility, respect, and rapport with internal and external stakeholders.
- Clear, concise, and influential verbal and written communication skills.
- Creative, resourceful, and pragmatic with a positive 'can do' and solution-focused attitude.
- Possess autonomy to determine operational work priorities.
- Emotional intelligence, personal resilience, and tenacity.
- Show initiative and exercise professionalism by contributing to a harmonious working environment that enhances work satisfaction and service delivery to Y Leisure City and beyond.
- Model the organisation's values and associated behaviours.

KEY SELECTION CRITERIA

Qualifications (pre-employment conditions)

- Current Employee Working with Children Check and National Police Check.
- International Police Check if you have lived outside Australia in the last 5 years.
- First Aid and CPR.
- Acceptance to complete the Y's Safeguarding Online training and NDIS Worker Orientation Module prior to employment.

Knowledge and Experience

- Reformer Pilates Certification.
- Prior experience conducting reformer Pilates classes.
- Excellent written and verbal communication and ability to engage with a diverse community.
- Loyal, honest and always willing to go the extra mile.
- Passionate about fitness and health.
- Proven time management and organisational skills.

CONDITIONS OF EMPLOYMENT

- May be required to comply with any mandated vaccination requirements as amended from time to time
- Maintaining mandatory qualifications / requirements.
- Completion of induction as required (within first six weeks of employment).
- Comply with our [Safeguarding and Licensing Framework standards and our NDIS Practice Standards](#).
- Be able to work a flexible roster, including early mornings, nights and weekends if required.
- Attendance and active participation at Y meetings and training when requested.
- Y Whittlesea is a NDIS approved provider and if the role you are employed to perform directly works with a child, young person or adult who has a NDIS plan, where Y Whittlesea provides services to, you may be required to also have a NDIS Workers Screening Check as a pre-employment requirement.
- This position is subject to a probationary period in line with your employment contract.

MUST BE READ IN CONJUNCTION WITH THE Y WHITTLESEA'S MANAGEMENT AND COMPLIANCE LIBRARY, INCLUDING ORGANISATION POLICIES

Reviewed by	Human Resources	Review Date	30/09/2025
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