CVM

CITY VENUE MANAGEMENT

POSITION DESCRIPTION

Position Title:

Duty Manager

Position Classification:

Level 6 - Fitness Industry Award

OUR PURPOSE

CREATE EXPERIENCES THAT DELIGHT AND ENGAGE.

At City Venue Management (CVM), every person plays an important role in creating experiences that delight and engage. Our truths are unique to us, they shape how we behave and underpin our purpose. As an employee of CVM you are expected to model behaviour aligned with our truths:

FUN AND ENERGY ARE CONRAGIOUS

Positivity feeds positivity, smiles provoke smiles

People are drawn to environments that are challenging yet enjoyable

Don't wait for others to infect you. "BE THE SOURCE"

NEW KNOWLEDGE DRIVES PROGRESSION

We grow by seeking internally and externally

Education, experience, observing, practicingDon't wait for others to

Seek to understand "BE CURIOUS"

COLLABORATION ENABLES CREATIVITY

Diverse teams working toward common goals develop unique solutions

Respectful, passionate disagreement and refined ideas lead to innovation

Integrated teams leverage "COLLECTIVE GENIUS"

SIMPLICITY ALLOWS AGILITY

It's simple to make things complex and complex to make them simple

Strive to find practical solutions to challenging problems

Big organisations can be fast, "FLEXIBILITY CREATES FREEDOM"

MATURITY IS NOT AN AGE

Empowered to do what you like, maturity is to do what is right

Resilience, compassionate, dependable, courageous

The ongoing commitment to remain consistent "EMBRACE OWNERSHIP"

Position Purpose:

The Duty Manager is the key leadership role on site, in the absence of the facility manager. They ensure that the operations, management and safety of the facility and its patrons are held to the highest possible standard, for themselves and other team members on site.

Relationships:

Reports to:
Facility Manager

Staff responsibility:
All staff when rostered as the allocated Manager on Duty.

Key internal relationships:
- Centre Staff
- General Manager
- Site Support Managers

Key external relationships:
- Centre Patrons
- Local Government
- Schools
- Businesses
- Community Groups

Key areas of Responsibility:

- Staff Management
- Operational
- Safety
- Customer Service
- Sales

Staff Management

- Foster a vibrant, can-do culture, consistent with City Venue Management's Vision and Mission.
- Provide clear work instructions, policies, procedures, supervision and feedback to build and maintain high staff performance levels across all departments.
- Follow and maintain CVM's HR Management systems including recruitment, staff records, induction processes, performance managements, training etc.
- Manage cover and replacement team member action to ensure all services and classes are maintained wherever possible.
- Lead staff training sessions including customer service, lifeguard & pool plant room training.

Operational:

- Follow all pool plant operating procedures and ensure safe operation of all pool plant and equipment.
- Complete all operational checklists and daily tracking documents and ensure that a clear handover is completed with any subsequent Duty Manager.
- Roster in accordance with operational needs, legislative requirements and budget targets.
- Ensure the facilities are kept clean and tidy with the highest presentation standards in front of mind at all times. Ensure regular change area checks are conducted throughout the day.
- Oversight and management of the site Aquatic Supervision Plan and the Supervision Mode documentation including the when and how to change between modes.
- Maintain statistics and generate reports as requested and within given timelines.
- Administer first aid or seek assistance when required.
- Adhere to all stock management processes.
- Attend training and meetings as required.
- Complete other ad-hoc duties as requested.

Safety:

- Identify and report workplace health and safety hazards and incidents according to policy.
- Ensure that all equipment and facilities are audited and maintained to ensure they are in a safe and operational condition.
- Drive a safety culture by engaging staff in hazard identification & reporting, and safe systems of work.
- Ability to calmly and accurately respond to emergency situations that may arise on site.

Customer Service:

- Instil and foster a positive professional image for City Venue Management during interactions with all stakeholders.
- Assist customers with ad-hoc queries and customer service enquiries
- Acknowledge and address customer complaints in a timely manner.
- Manage and monitor the effectiveness of services and customer service team members, including all customer feedback and take corrective action where required.
- Proficient at multitasking and being able to manage multiple service areas simultaneously, including cafe and coffee requirements.

Sales:

- Drive and foster a sales culture with all staff.
- Ensure all new customer and sales opportunities are identified and maximised across all department and service areas - including but not limited to Learn To Swim, coaching services and Health Club.
- Maintain and share accurate product/ service knowledge.
- Upsell and cross-sell CVM's products and services and be able to drive the team on sales targets.
- Implement and promote all sales and marketing initiatives determined by CVM.
- Adhere to all cash management processes and expenditure limitations.

Extent of Authority & Requirements:

Authority:
Decisions are consistent with CVM's contract, facility managers vision, policies and procedures and any applicable legislation.

Requirements:

- Supervision - Firm understanding of supervision and lifeguarding requirements, and the ability to ensure that patrons and the facility is safe at all times.
- Pool Plant - A thorough understanding of Pool Plant and Pool Plant Operations is required at all times, including but not limited to daily plant operating requirements, corrective action, basic troubleshooting and escalation processes.
- Customer Service - Level 2: a comprehensive understanding of all customer service operations is required including opening / closing procedure, Links operation, membership and squad sales and all functional service requirements at reception.
- Pool Deck - Level 2: a sound understanding of all Learn To Swim operations is required including the ability to convert trial customers, manage booking changes, support LTS teachers, engage with LTS parents and manage LTS operational requirements while on shift.

Qualifications:

Required:

- Blue Card
- CPR
- First Aid
- Pool Lifeguard Certificate

Desirable:

- Pool Plant Operator Certificate
- Teacher of Water Safety Certificate
- Qualification in Business Management, Sports Management or related discipline would be highly regarded.

The above qualifications must be held and maintained valid during your employment with CVM. Failure to obtain and/or maintain these qualifications may result in delay or termination of employment.

Key Competencies:

- Leadership: The ability to lead, manage and engage staff.
- Collaboration & Communication: Comprehensive interpersonal and diplomacy skills to effectively manage interactions with a broad range of internal and external stakeholders.
- Administration: Demonstrated planning, prioritisation and organisation skills.
- Technical knowledge: Have the IT know-how to adapt quickly to software systems for operational, communication, reporting and budgeting purposes.
- Time management: Ability to use time efficiently in a fast-paced environment with conflicting priorities, in order to reach productive outcomes within appropriate timelines.
- Relationship building: Ability to develop and maintain valuable relationships with internal and external stakeholders by means of, but not limited to; needs identification, active listening skills, expectation management, empathy and an exceptional manner.
- Multitasking: Ability to switch focus between competing work activities with an efficiency that allows tasks to be completed and goals to be met successfully.
- Prior industry experience is preferred.
- Knowledge of the local area is preferred.
- Extensive experience in customer facing roles.
- management.
- Results-driven mindset with a focus on achieving measurable outcomes and driving growth.
- Strong analytical skills with ability to turn information to insight and action.

Legal Requirements:

QLD CHILD PROTECTION ACT

It is an offence under the QLD Child Protection Act 1999 for a person convicted of a serious offence to apply for or perform this position. The QLD "Child Protection Act 1999 requires the following to be completed:

- Any person in this position must hold and maintain a current Positive Notice and Blue Card from the Commission for Children & Young People & Child Guardian.

DUTIES UNDER WH&S ACT

Under the Work Health & Safety Act 2011 an employee, whilst at work, must:

A. Take reasonable care for his or her own health and safety; and
B. Take reasonable care that his or her acts or omissions do not adversely affect the health and Comply, so far as the employee is reasonably able, with any reasonable instruction that is
C. given by the person conducting the business to allow the person to comply with this Act; and safety or other persons; and

D. Co-operate with any reasonable policy or procedure of the person conducting the business relating to health or safety at the workplace that has been notified to employees.

I acknowledge and declare that I have read and fully understand the expectations of the position contained in this agreement and the policies and procedures of the company and accept that I will observe them fully.