CVM

CITY VENUE MANAGEMENT

POSITION DESCRIPTION

Position Title:

Facility Manager

Position Classification:

Level 7 - 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:

To manage all operational aspects of the day to day running of the facility and drive strategies that reflect and support the current and future needs of the organisation.

Relationships:

Reports to:
General Manager

Staff responsibility:
All centre staff

Key internal relationships:
- Centre Staff
- Heads of Department
- Site Support

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

Key areas of Responsibility:

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

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.

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.

Financial:

- Adhere to all cash management processes and expenditure limitations, detailed in CVM's procedures, Extent of Authority and Authority Matrix.
- Prepare and manage an operating budget for the facility. Liaise with the General Manager & Site Support Managers regarding the development of budget targets and the performance of the facility against budget.

Staff Management:

- Foster a vibrant, can-do culture, consistent with City Venue Management's Vision and Mission.
- Provide clear work instructions, policies, procedures, supervision, feedback and training to build and maintain high staff performance levels.
- 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:

- Develop strategies and programmes to grow participation levels, address stakeholder's needs and integrate different programmes.
- Strive for continuous improvement by conducting reviews to assess programme outcomes against established baseline and evaluate its effectiveness. Share those learning outcomes.
- Develop and implement a business plan.
- Follow all pool plant operating procedures and ensure safe operation of all pool plant and equipment.
- Oversight and management of the site Aquatic Supervision Plan and the Supervision Mode documentation including the when and how to change between modes.
- Adhere to all stock management processes.
- Roster in accordance with operational needs, legislative requirements and budget targets.
- Ensure the facilities are kept clean and tidy with the highest presentation standards front of mind at all times. Ensure regular change area checks are conducted throughout the day.

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 training staff in hazard identification & reporting, and safe systems of work.

General:

- Ensure compliance with operating contract, company standards, policies and procedures and relevant laws and codes of practise.
- Maintain statistics and generate reports as required and within given timelines.
- Support of projects whilst working alongside the team to measure and monitor effectiveness

Extent of Authority:

Facility Manager has the authority to make all decisions necessary to achieve the identified venue's annual business plan and budget, provided that:

- Decisions are consistent with CVM's contract, policies and procedures and any applicable legislation.
- Expenditure not included in the operating budget receives the prior written approval of the respected General Manager.
- Where a programme is not achieving budget, all further budgeted expenditure must be approved in writing by the respected General Manager, until the programme is achieving budget.
- Where savings are made (not including calendarisations), such savings are not spent unless authorised in writing by the respected General Manager.
- Where increased income is generated, this additional income is not spent without the written approval of the respected General Manager.

Qualifications:

- Blue Card
- CPR
- First Aid
- Swim Teaching Qualification
- Pool Lifeguard Certificate
- Recognised Pool Plant Operator Qualification
- 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, prioritizations and organisation skills.
- Innovation: The ability to develop successful business focused programs and initiatives.
- Technical knowledge: Have the IT know-how to adapt quickly to new 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.
- Practised in the management of staff.
- Extensive experience in customer facing roles.

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.

Acknowledgement

By accepting this position, I acknowledge that I have read and understand the expectations of this role as outlined in this position description.

I understand that I am required to comply with all City Venue Management policies and procedures, and that these form part of my employment obligations.

I confirm that I will act in accordance with these requirements at all times.