CVM

CITY VENUE MANAGEMENT

POSITION DESCRIPTION

Position Title:

Operations and Safety 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 Operations and Safety Manager is a key site leadership role responsible for the safe, compliant and effective day-to-day operation of the facility. The role leads operational teams, maintains high standards of aquatic supervision, customer service and facility presentation, and ensures CVM's safety systems, procedures and initiatives are consistently implemented at site level. In the absence of the Facility Manager, the Operations and Safety Manager is responsible for the leadership of the facility and all team members on site.

RELATIONSHIPS

Reports to: Facility Manager

Staff responsibility: Direct reports include Lifeguards and Duty Managers. However, in the absence of the Facility manager, the Operations Manager is responsible for all staff members on-site.

Key internal relationships:

- Centre Staff
- Facility Manager
- Swim School Management
- Director of Safety
- General Manager
- Site Support

Key external relationships:

- Centre Patrons
- Local Government
- Schools
- Businesses
- Community Groups

KEY RESPONSIBILITIES

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/Support staff training sessions including customer service, lifeguarding & pool plant room training.

Operational:

- Follow all pool plant operating procedures and ensure safe operation of all pool plants and equipment.

- Complete all operational checklists and daily tracking documents and ensure that a clear handover is completed with the respected team member completing the 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:

- Implement CVM's safety policies, procedures and initiatives at the facility, under the guidance of the Facility Manager and Director of Safety.
- Lead day-to-day hazard identification, risk assessments and completion of corrective actions.
- Ensure incidents, injuries and near misses are reported, appropriately investigated and escalated.
- Conduct regular safety inspections and ensure facilities, equipment, pool plant, chemicals and emergency equipment remain safe and operational.
- Oversee the Aquatic Supervision Plan, lifeguard deployment, vigilance and compliance with supervision requirements.
- Coordinate site emergency drills, safety inductions, toolbox talks and refresher training.
- Ensure employees and contractors follow site safety requirements and hold the required qualifications and competencies.
- Promote a positive safety culture and provide the Facility Manager and Director of Safety with relevant site safety updates.

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.

QUALIFICATIONS

Required:

- Blue Card (Working with Children Check)
- CPR
- First Aid
- Pool Lifeguard Certificate
- Pool Plant Operator Certificate

Desirable:

- Teacher of Water Safety Certificate
- Qualification in OH&S, 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 SKILLS AND EXPERIENCE

- 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.

- 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.

ALIGNMENT TO OUR 5 TRUTHS

Fun and Energy Are Contagious: You lead with positivity and professionalism, creating an environment where team members feel supported, motivated and engaged. You set the standard for customer service and teamwork, helping ensure every visitor has a safe, welcoming and enjoyable experience.

New Knowledge Drives Progression: You actively build your operational, safety and leadership capability, staying current with industry standards, legislation and best practice. You encourage continuous learning within your team, providing coaching, training and constructive feedback that drives performance and improves safety outcomes.

Collaboration Enables Creativity: You work collaboratively with the Facility Manager, Swim School, Duty Managers, Lifeguards and Site Support teams to solve operational challenges and continuously improve the facility. You value open communication, share knowledge freely and build strong relationships that contribute to a positive workplace culture.

Simplicity Allows Agility: You approach operational and safety challenges with practical, straightforward solutions. You prioritise effectively, communicate clearly and adapt quickly to changing operational needs, ensuring the facility continues to operate safely, efficiently and with minimal disruption.

Maturity Is Not An Age: You take ownership of the facility's operational and safety performance, leading with integrity, accountability and sound judgement. You have the confidence to make decisions, address issues proactively, uphold compliance standards and support your team through calm, consistent leadership.

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:

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

- 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.