



Aligned Leisure

ABN 58 608 613 350 ACN 608 613 350
Swinburne Centre, Yarra Park, Richmond
PO Box 48 Richmond VIC 3121
alignedleisure.com.au

POSITION DESCRIPTION

POSITION TITLE:	Stadium Officer
EMPLOYER:	Aligned Leisure Pty Ltd
LOCATION:	Wodonga Sports and Leisure Centre
DEPARTMENT:	Customer Experience
REPORTS TO:	Head of Customer Experience
DIRECT REPORTS:	Nil
TYPE OF EMPLOYMENT:	Part Time (15hrs per week)
KEY RELATIONSHIPS:	Customers, members, schools and clubs

ABOUT US:

Aligned Leisure is a 100% owned subsidiary company of the Richmond Football Club, established as a vehicle to manage the operations of Richmond's health, fitness, and leisure business activities.

Our programs and services are not about us, they are about our partners and they will always be in total alignment with the needs of the specific community that we are servicing. We deliver best value to our partners by aligning our programs and services with local Municipal Health and Wellbeing Plans that highlight unique key community priorities.

POSITION PURPOSE:

The Stadium Officer will manage and facilitate all stadium bookings at the Wodonga Sports and Leisure Centre with a specific focus on the development of relationships with all permanent user groups and sporting clubs. This position will also manage and coordinate all internally operated programs and competitions including the coordination of referees for all competition-based activities.

This position will work relentlessly to implement the Aligned Leisure purpose of **CONNECTING TO THRIVE AND WIN**, values of **AWARE, DISCIPLINED, RELENTLESS** and **UNITED**, and associated behaviours throughout the entire team.

Aware + Disciplined
+ Relentless + United

KEY RESPONSIBILITIES:

1. Wodonga Sports and Leisure Centre Stadium Management

- Ensure the highest levels of cleanliness and presentation at all times.
- Liaise with user groups and service delivery staff to ensure the facility is setup for programs as required.
- Strive to work with all clubs throughout Albury Wodonga ensuring maximised use of the stadium.
- Management of all club and user group stadium court allocations ensuring the completion of hire agreements in line with requested use.
- Assist with the growth of clubs leading to increased booking requests.
- Work in collaboration with Wodonga Middle Years and Catholic College ensuring that all courts are maximised throughout school term dates.
- Maximise stadium occupancy at all times.
- Complete monthly invoice requests and levy payments based on bookings.
- Ensure Point of Sale system reflects all stadium bookings at all times.

2. Internally operated programs and competitions

- Manage and coordinate the Net Set Go.
- Manage, coordinate and deliver existing netball competition.
- Explore and execute the development of other internally operated competitions such as mixed netball, women's netball, 3v3 basketball etc.
- Management and coordination of referees for all internally operated programs and competitions. It is expected the Stadium Officer will be onsite to ensure oversight of these programs throughout all competition times.

3. Events

- Continually strive for new and engaging regional events across all four Albury Wodonga Aquatic Facilities.
- Manage and assist the Albury Wodonga Aquatic Facilities in delivering large scale events across all facilities.
- Work in partnership with Albury and Wodonga City Council's to maximise facility use throughout all events.
- Working with the Head of Healthy Albury Wodonga, ensuring strong relationships are developed with all Albury Wodonga schools to attract competitions and events to be held in the stadium.

4. Customer service desk responsibilities

- Provide the frontline service for all facility programs and services.
- Proactively address all enquiries, ensuring that suitable outcomes are provided to each individual customer/user.
- All administrative duties that are required as part of a successful stadium and events management function.

5. Outstanding service delivery to all customers and stakeholders

- Aligned Leisure will be renowned for delivering outstanding service and providing memorable experiences for our customers. In your role, you will be relentless in identifying these opportunities and you will always ask yourself "How would I want a member of my family treated in this situation?"
- All Aligned Leisure staff will understand and deliver on our customer charter and service promise.

The Stadium Officer may from time to time be required to undertake other tasks as directed by the Head of Customer Experience and work Customer Experience shifts.

ESSENTIAL QUALIFICATIONS AND EXPERIENCE:

- Experience in delivering exceptional customer service.
- Event management and planning.
- Current First Aid, Pool Lifeguard (desirable) and CPR certificate.
- Working with Children Check.
- Must be able to work Monday to Friday 3.30pm – 6.30pm and occasionally during various events held week days and weekends.

PERSONAL ATTRIBUTES:

1. Customer focused.
2. Enjoys building relationships with people/user groups.
3. Understands/enjoys the Leisure Industry and motivated to serve Aligned Leisure and the Albury Wodonga Aquatic Facilities.
4. Relentless in their approach to optimising stadium usage/occupancy.

APPROVED: SIMON BRYSON

Group Operations Manager Aligned Leisure

6 March 2020