



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:	Bookings and Events Officer
EMPLOYER:	Aligned Leisure Pty Ltd
LOCATION:	Wodonga Sports and Leisure Centre
DEPARTMENT:	Customer Experience
REPORTS TO:	Head of Customer Experience
DIRECT REPORTS:	Nil
KEY RELATIONSHIPS:	Centre Captains, Head of Healthy Albury Wodonga, 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 Bookings and Events Officer will coordinate all bookings for the Albury Wodonga Aquatics Facility contract, with a specific focus on the development of relationships with all permanent user groups and sporting clubs. This position will also coordinate all internally operated programs, competitions and party bookings including the coordination of referees for all competition-based activities.

The Bookings and Events Officer must be available to work a mixture of weekday and weekend shifts.

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. Coordination of facility bookings

- Perform all administrative tasks required in the booking and use of all facilities, including but not limited to, processing booking requests, maintaining all booking calendars and generating invoices.
- Liaise with hirers and service delivery staff to ensure the facilities are setup for programs as required.
- Work with all clubs, user groups and casual hirers throughout Albury Wodonga, ensuring maximised use of all facilities.
- Coordinate hire allocations across all facilities, ensuring the completion of hire agreements in line with requested use.
- Assist with the growth of clubs, user groups and hirers, 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 at Wodonga Sports and Leisure Centre.
- Always maximise stadium and facility occupancy.
- Ensure our Point of Sale system always reflects all bookings.

2. Internally operated programs and competitions

- Coordinate and deliver our existing netball competition.
- Explore and execute the development of other internally operated competitions such as mixed netball, women's netball, 3v3 basketball etc.
- Coordination of referees for all internally operated programs and competitions. It is expected the Bookings and Events 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 Albury Wodonga Aquatic Facilities.
- Coordinate 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 at the facilities.

4. Customer service desk responsibilities

- Assist in providing the frontline service for all facility programs and services.
- Proactively address all enquiries, ensuring that suitable outcomes are provided to each individual customer/user.

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. This role will be relentless in identifying these opportunities and you will always ask "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 Bookings and Events Officer may from time to time be required to undertake other tasks as directed by the Head of Customer Experience, including providing assistance to our Customer Experience Team.

ESSENTIAL QUALIFICATIONS AND EXPERIENCE:

- Experience in delivering exceptional customer service.
- Event management and planning experience (Preferred)
- Current First Aid and CPR certificate.
- Working with Children Check.

PERSONAL ATTRIBUTES:

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

APPROVED: SIMON BRYSON

Group Operations Manager Aligned Leisure

10 November 2021