

POSITION DESCRIPTION

POSITION TITLE:	Duty Captain
EMPLOYER:	Aligned Leisure Pty Ltd
LOCATION:	Pakenham Regional Tennis Centre
DEPARTMENT:	Tennis
REPORTS TO:	Head of Sports & Stadiums
DIRECT REPORTS:	All service delivery staff on shift
TYPE OF EMPLOYMENT:	Casual

COMPANY PROFILE

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.

Aligned Leisure will deliver best value to our partners by aligning our programs and services with important local Municipal Health & Wellbeing Plan's that highlight unique key community priorities. Our programs and services are not about us, they are about our partners and they will at all times be in total alignment with the needs of the specific community that we are servicing.

POSITION PURPOSE:

The Duty Captain will manage all of the facility operations during their rostered shift. They are ultimately responsible for the safety and experience of all customers. They have the authority to make the necessary decisions to ensure the highest levels of safety and customer experience are maintained at all times.

The Duty Captain will be proactive in providing visible leadership and direction to all staff ensuring that all areas of the facility are operating efficiently and with the highest possible level of service. They will work relentlessly to support all staff in implementing the Aligned Leisure values of AWARE, DISCIPLINED, RELENTLESS and UNITED.

They will take pride in managing such an important community asset and ensure it is presented immaculately and maintained to the highest standards at all times.



KEY RESPONSIBILITIES:

1. Daily operation of the facility

- Conduct regular internal and external facility walkthroughs demonstrating leadership and monitoring cleanliness, presentation, service quality and safety.
- Ensure the highest levels of cleanliness and presentation at all times, especially in areas such as change rooms.
- Troubleshoot equipment issues that may arise during shift.
- Detailed and timely reporting of maintenance items to Head of Stadiums, Tennis Captain and Council as appropriate.
- Liaise with user groups and service delivery staff to direct, coordinate to ensure that the facility is set up for programs/functions as required.
- Staff leadership and supervision across the entire service delivery team.
- Ensure compliance to all shift checklists.
- Coordination of staff rosters, breaks and changes.
- Oversee the delivery of alcohol in a safe environment in accordance with liquor licence
- At times work independently at the centre across all areas, while coaches are on court
- Educate all staff on the shifts activities to ensure they are prepared to deliver the best possible service.
- Coordinate bookings to ensure all bookings are able to access the courts when required
- Assist staff to minimise wait times, especially at the front desk, Cafe and on the phones.
- Ensure the facility opens on time and programs start on time.
- Transition facility management to the next Duty Captain or ready for the following day.
- Ensure all reports, checklists and procedures are completed and signed off.
- Accurately provide end of shift reports for both operations and finances

2. Health and Safety of all staff and customers

- Maintain an understanding of all relevant aspects of the Occupational Health and Safety and Environmental Management Systems.
- Implement and monitor compliance to policies and procedures.

- Implement and document hazard and environment inspections, risk assessments, risk controls and corrective actions.
- Ensure health and safety is discussed with all staff, on every shift.
- Manage patron behaviour and monitor excessive alcohol consumption
- Oversee the evacuation of the facility in accordance with procedures as required.
- Act as Chief Warden for the facility.
- Investigate all incidents and implement actions to prevent reoccurrence, maintaining written records.
- Risk assess work instructions to identify any hazards and take action to rectify any identified risks.
- Ensure the dissemination of OHS, Risk and Environment information to staff relevant to their roles and responsibilities.
- Facilitate and monitor rehabilitation of injured workers as per their return to work plan.
- Ensure all employees and contractors are inducted and receive regular training as required.

3. 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.

4. Customer complaint and dispute resolution

- Authority to solve customer issues on the spot, without the need to seek approval from a member of the management team.
- Ensure all complaints are followed up in a timely manner.
- Actively seek customer feedback on service levels.

The Duty Captain may from time to time be required to undertake other tasks as directed by the Cardinia Leisure Manager.

Undertaking a Duty Captain shift may be a part of another role within Cardinia Leisure. If so, the employees focus during such shift must be on delivering the requirements of this position description.

KEY RELATIONSHIPS:

- All staff
- Cardinia Shire Council – Buildings and Facilities team
- Cardinia Shire Council – Community Wellbeing team
- Pakenham Tennis Club
- Sporting Associations
- Tournament Officials
- Approved suppliers

ESSENTIAL QUALIFICATIONS AND EXPERIENCE:

1. Current First Aid Certificate (Workplace Level 2)
2. Working With Children Check (or equivalent)
3. Food Handlers Certificate
4. Responsible Service of Alcohol
5. Desirable: Previous experience in customer service

PERSONAL ATTRIBUTES:

1. High level communication and consultation skills, including a commitment to open, honest, two-way and frequent communication.
2. Decision making skills, including the ability to consult and gather information, consider alternatives, communicate decisions and review outcomes in a timely manner.
3. Disciplined to manage the varied components to this role.
4. Fiercely relentless when it comes to exceeding targets and plans.
5. Focused on the customer experience.
6. The ability to provide coaching and mentoring to staff.
7. Conflict resolution skills.
8. The ability to delegate, empower and engage staff.
9. A commitment to professionalism and accountability.
10. Unquestionable ethics, integrity, values and behaviours.

PERSONALITY TRAITS:

1. Leadership
2. Measured
3. Personable

APPROVED:

General Manager – Operations, Aligned Leisure

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