

POSITION DESCRIPTION

POSITION TITLE:	Head of Sports and Stadiums
EMPLOYER:	Aligned Leisure Pty Ltd
LOCATION:	Cardinia Life, Officer Hub and IYU Recreation Reserve Synthetic Pitch
DEPARTMENT:	Sports and Stadiums
REPORTS TO:	Cardinia Leisure Manager
DIRECT REPORTS:	Officer Hub Captains, Sports Captains, Program Delivery Staff and Sports Trainee.
TYPE OF EMPLOYMENT:	Full Time

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:

This crucial role within the Aligned Leisure operations of the Cardinia Shire Major Recreation Facilities contract will lead the stadium sports programs in the Shire. An important member of the Management Team, they will work across three locations to best utilise community assets to deliver Council plans. Ultimately, they are seeking to drive participation in all sports within their portfolio and maximise court usage.

The department head will lead a team of sporting professionals to deliver exceptional service to the customer and will strive for continuous improvement. They will maintain exceptional working relationships with tenant sporting associations to collectively achieve increased participation. The department head will deliver timely, balanced and fair fixtures for all sporting competitions

They will work relentlessly to support implementing the Aligned Leisure values of AWARE, DISCIPLINED, RELENTLESS and UNITED.

KEY RESPONSIBILITIES:

1. Management of competition sports

- Oversee all competition sports operating across the two venues.
- Maximise court occupancy, revenue and team satisfaction by well-planned and communicated sporting fixtures, including through finals periods.
- Maintain an accurate and detailed sports competition management system, allowing for regular and direct communication to all customers.
- Manage all sporting team registrations, affiliations, insurances and payments.
- Oversee the rostering of all competition officials, including match payments and associated paperwork.
- Manage competitions finals periods as a major event, particularly junior sports.
- Be visible and present regularly across all competitions days.
- Manage and supervise a sports trainee to assist in the sports competition management.

2. Liaison with tenant sporting clubs

- Maintain exceptional working relationships with sporting associations and clubs.
- Lead customer service initiatives and training within all sports, especially working with sports officials to understand their role in service of our customers whilst officiating matches.
- Communicate customer feedback to associations and officials, developing strategies for improvement drivers.
- Support sporting clubs to implement sport development programs to drive new participants into sporting teams.
- Work in good faith with associations to drive participation growth and customer satisfaction, recognising the requirements of any agreements between the Shire and the association; and understanding the facility contract specifications.
- Maintain a thorough understanding of sporting rules, by laws and regulations for all competition sports.

3. Drive sports participation

- Utilise key community relationships to drive sports participation.
- Assist in the facilitation of the Sporting Schools Program as a key driver of junior participation and development.

- Work with the Head of Fitness and Programs and the Healthy Cardinia Coordinator on the delivery of relevant aspects of the Healthy Cardinia Program.
- Maintain a clearly communicated sports pathways plan.
- Relentlessly pursue sports prospects to convert to competition participants.
- Ensure sporting information is easily available, relevant and channels are available to capture enquiry data.
- Provide regular information and content for all Cardinia Leisure communication channels.

4. Management of Cardinia Life Stadium

- Maximise court occupancy.
- Drive participation and revenue on all casual court availabilities, especially over quieter periods.
- Manage court booking system.
- Seek opportunities for additional bookings.
- Ensure facility is clean, presentable and setup for all bookings and competitions.
- Implement program plans in accordance with agreed service plans.
- Review and Implement Stadium operational processes and procedures
- Liaise with sports specific supervisors to continually monitor and improve competition standards and.
- Liaise with Cardinia Leisure Manager on marketing strategies for competitions.

5. Management of Cardinia Life Facility Bookings

- Maximise facility occupancy.
- Drive revenue on all facility hire, especially over quieter periods.
- Manage facility booking system.
- Seek opportunities for additional bookings.
- Ensure facility is clean, presentable and setup for all bookings.

6. Management of Officer Community Hub Operation

- Oversee a team of Community Hub Duty Captain/s to manage the daily operations of the facility.
- Ensure the highest levels of cleanliness and presentation always, especially in areas such as change rooms.
- Liaise regularly with the Head of Facilities on all aspects of the building, plant and equipment.

- Detailed and timely reporting of maintenance items to Head of Facilities 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 as required.
- Staff leadership and supervision across any service delivery staff.
- Ensure compliance to all shift checklists.
- Coordination of any staff rosters, breaks and changes.
- Be familiar with the shifts activities to ensure the facility is prepared to deliver the best possible service.
- Maximise sales opportunities for all bookings, programs and memberships.
- Minimise wait times, especially at the front desk and on the phones.
- Ensure the facility opens on time and programs start on time.
- Ensure the team undertake a range of administrative tasks to support the Head of People, Compliance and Administration. This includes but is not limited to finance and human resource administration. It is important that while monitoring hire groups that staff have a range of administrative tasks that can undertake to maximise the use of our human resources.
- Work with Shire staff and various community groups to establish the Community Hub as an arts and culture destination within the Shire.
- Develop and implement a culture and arts plan to increase usage of the facility in these areas.
- Establish important culture and arts relationships to improve Aligned Leisure networks and opportunities.

7. Management of IYU Recreation Reserve Synthetic Pitch

- Maximise court occupancy.
- Drive participation and revenue on all casual court availabilities, especially over quieter periods.
- Seek opportunities for additional bookings, teams and programs.
- Ensure facility is clean, presentable and setup for all bookings and competitions.
- Implement program plans in accordance with agreed service plans.
- Report any maintenance concerns to Council.

8. Member of the Cardinia Leisure Senior Management Team

- Members of the Cardinia Leisure Senior Management Team will role model the values of aware, discipline, relentless and united at all times. They will instil these values throughout the organisation and ensure that all new staff are hired with these values in mind.

- Members of the Cardinia Leisure Senior Management Team will at all times act in the best interests of Aligned Leisure and Cardinia Shire Council. If at any time a member of the management team believes that these priorities are not aligned, then the situation should be escalated to the Cardinia Leisure Manager.

9. 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 Head of Sports and Stadiums may from time to time be required to undertake other tasks as directed by the Cardinia Leisure Manager. The Department Head will also undertake regular Duty Captain shifts.

KEY RELATIONSHIPS:

- Cardinia Shire Council – Community Wellbeing Team
- Cardinia Shire Council – Buildings and Facilities team
- Cardinia Shire Council – Community Wellbeing team
- Tenant Sporting Clubs, including IYU Reserve
- Sporting Officials
- Sporting Associations
- Approved supplierS

ESSENTIAL QUALIFICATIONS AND EXPERIENCE:

1. Experience in sports management and sports programming.
2. A demonstrated understanding of relevant Health and Safety legislation and industry guidelines as they relate to the safe operations of stadiums
3. Well-developed supervisory skills and the ability to manage, lead and train a diverse team of multi-disciplinary staff
4. Well-developed understanding of the needs of key stadium user groups and the ability to negotiate successful outcomes with these groups
5. Current First Aid and CPR certificate.
6. Working with Children Check.
7. Current Lifeguard certificate.
8. Coaching qualifications desirable but not essential.

PERSONAL ATTRIBUTES:

1. Focused on the customer.
2. Strong ability to manage and also work autonomously.
3. Understands/enjoys the Sports Industry and motivated to serve Aligned Leisure.
4. Highly organised.
5. Disciplined to manage the varied components to this role.
6. Relentless in their approach to delivering exceptional service.
7. The ability to make strategic decisions as well as execute operational requirements.

PERSONALITY TRAITS:

1. Leadership.
2. Knowledgeable.
3. Professional.
4. Approachable.
5. Relentless.

APPROVED:

General Manager – Operations, Aligned Leisure

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