

## WEST ADELAIDE FOOTBALL CLUB



### POSITION DESCRIPTION

Position Title:	<b>Venue and Gaming Manager</b>
Status:	<b>Full-time</b> Including extended hours as the job requires.
Key Responsibilities:	Venue Management including Home Match Management Staff Development and Human Resources Relationship Building Management Work Health and Safety Financial Management

#### Summary and Purpose of the Role

The West Adelaide Football Club is one of ten teams competing in the SANFL based in the inner Adelaide suburb of Richmond. The club has a steep history relating to football in South Australia and is currently repositioning itself by further engaging with members, fans and its broader community. This role is critical to the success and growth of the West Adelaide Football Club through the management of the licensed venue, including the ability to work and manage bars, gaming, function, food and TAB and to employ, retain and develop and lead a competent and professional team. In addition the role requires full knowledge of Club or licenced venue operations, accurate cash management skills and Work Health Safety (WHS) requirements.

#### Key Relationships/Interactions

**Reports to:** CEO

##### Internal

- Licensed Club Staff
- Contractors
- Partnership & Events Executive
- Finance & Administration Manager
- Communication & Membership Manager
- Other WAFC staff and volunteers
- WAFC Board

##### External

- Members
- Sponsors
- Guests of the licensed club
- Suppliers
- Tennent SA Snooker

## **Key Areas of Responsibility**

### **Venue Management**

- Supervise all operations of the Licensed Club ensuring all expectations are being met.
- Responsible for ensuring stock takes and reporting of gross profit percentage in both food and beverage on a monthly basis. Analyse results and implement improvements to the efficiency of the food and beverage operation.
- Work with Finance Department to reconcile all venue takings daily.
- To develop and communicate customer service standards to all staff and train staff effectively to achieve these standards. Monitor that these are being achieved.
- Implement a process to gain qualitative feedback about customer satisfaction including an action plan to deal with patron and customer comments.
- Management of maintenance program for licensed club in conjunction with the CEO
- To ensure that the labour targets are achieved and rostering in commensurate with budgets.
- Ensure all staff adhere to the Liquor License and Gaming requirements.
- Build and attract corporate and general patronage by maximising venue and function room facilities.
- In conjunction with the Communications and Membership Manager develop promotional and incentive strategies to ensure all KPI's are achieved
- Develop professional relationships with members, patrons, corporate sponsors and clients.

### **Home Match Management**

- Management of all match day food and beverage outlets, including stock control and ordering, wages and budgets and rostering.

### **Key Performance Indicators**

- Performance in relation strategic goals of the organisation
- Level of customer satisfaction and servicing via NPS scores
- Achieve annual revenue and profit targets as agreed with CEO including but not limited to;
- Weekly bar and meal sales.
- gaming turnover per week
- Wage percentage in line with budget
- Profit margins as per budgets set
- I stock variances and breakages as a percentage of turnover
- Agreed staff churn rates.

### **Relationship Building and Management**

- Create and maintain strong and effective relationships with internal and external stakeholders

### **Key Performance Indicators**

- Maintains, fosters and leverages key internal and external relationships

### **Staff Development and Human Resources**

- Take full responsibility for the rostering of employees, ensuring staff wage budgets and sales to labour ratios are maintained. In addition sufficient tills are in operation and staff serving assisting in service where necessary.
- Organise and deliver the induction, training and professional development of employees, ensuring that staff have the skills to undertake their work safely and accurately, whilst delivering high standards of quality, productivity and customer care.
- Ensuring employees are punctual, in correct uniform and complying with general guidelines outlined by management

- Oversee the recruitment and selection of all licensed club staff, including duty managers
- Undertake regular performance reviews of all licensed club staff.
- Invoke disciplinary procedure as necessary, after consultation and in liaison with General Manager Operations
- Coordinate and facilitate regular team meetings
- Understand thoroughly and adhere to the Rules, Regulations and Guidelines in the WAFC HR Policy and Procedure Manual.
- Ensure that all Human Resource policies and procedures are adhered to
- Plan and control holidays and rostered days off within the operation to self-cover where practicable
- Ensure that all WAFC employees project a positive approachable friendly and professional image.

#### **Key Performance Indicators**

- High quality service levels
- Low staff turnover ratios
- Low sick leave high moral
- Right fit candidates appointed to vacancies
- Culture of communication service and up-selling
- Appropriately themed briefings held on a regular basis
- Staffed trained and appropriately using equipment
- Staff actively contributing to positive change
- Training successfully completed

#### **Work Health and Safety**

- Work Health and Safety obligations are met
- Contribute to a culture of compliance towards Work Health and Safety
- Take appropriate action to control risk of injury and illness and incident and hazard reports are completed with adequate information to facilitate investigation.
- Ensure that all equipment and resources are handled as per safe operating procedures
- Ensure that all storage areas are maintained in a tidy and safe condition
- Undertake simple equipment maintenance as appropriate
- Responsible for day to day management of WHS issues within the positions area of responsibility, including ensuring policies and procedures are effectively implemented and maintained in a timely manner and identifying assessing and controlling all risks to health and safety.
- Actively participate in the planning and implementation of any rehabilitation program or return to work plan for injured workers in accordance with WAFC policy and procedures.

#### **Key Performance Indicators**

- Minimal incidents and breakages
- Demonstrates action taken in identifying hazards, assessing risks and reporting incidents
- Demonstrates duty of care and Responsible practices maintained
- Awareness of WAFC safety plans and expectations
- Staff trained and compliant
- Stores kept in a clean and accessible condition at all times
- Practices and promotes Equal Opportunity, Bullying and Harassment policy as by treating fellow staff and others fairly and equitably and without discrimination, harassment or bullying.

## **Financial Management**

- Work closely with CEO to prepare the annual budget for the bar, gaming, bistro, functions and events and to set achievable income and expenditure targets.
- Report to the CEO on a monthly basis regarding the financial success of the business and the performance against the key results areas. The requirements of the content of these reports will be established by the CEOs.
- In consultation with the Finance Manager, the preparation of weekly management reports for functions, bars, gaming & bistro.
- Ensure accurate and timely payroll processing for Licensed Club staff.
- Actively participate in regular meetings of the Licensed Club Sub-Committee.
- Proactively monitor sales, margins and expenses and in identifying negative variances against the budget take appropriate and timely remedial action
- Undertake research into pricing, competitors and factors affecting performance
- Controlling income, stock management, cash flow and expenditure reconciled daily.
- Ensure that cash and stock, including ATM etc is filled, controlled and accounted for and that financial controls and procedures are complied with
- Ensure that cashing up is carried out in accordance with the financial procedures.
- Order stock and ancillary goods as required from nominated suppliers.
- Ensure the secure and safe keeping of stock, goods and equipment, ensuring that stock is account for and that control procedures are complied with.
- Prepare and conduct associated duties to the stocktake.

## **Key Performance Indicators**

- Improvement of profitability in licensed club activities
- Minimal equipment down time
- Promotions patronised
- Minimal unexplained variances in stock and cash
- Venue immaculately presented/standards maintained

## **Review Process**

- Annual Performance and Salary Review in November
- Performance will also be reviewed in line with the stated KEY TASKS and KPI on a 6 monthly basis.
- Meet monthly financial targets as agreed.

## **Person Specification**

### **Competencies/Capabilities**

#### **Leadership**

- Lead by example through a hands on approach
- Proven ability to positively influence, manage and lead others to high levels of performance
- Excellent organisational and time management skills, with a demonstrated ability to establish goals and performance levels and achieve them
- Regular analysis of jobs and performance appraisals to maximise productivity and ensure a positive and healthy working environment.
- Identify and recommend training, and supports for individuals and groups which will enhance individual and/or group performance

#### **Team Orientation**

- Ability to establish and maintain strong relationships
- The ability to work as a team member to market and promote the West Adelaide Football Club
- Thrive in a professional team environment and maintain a standard of performance consistent with WAFC goals
- Dedicated, self-disciplined and fully committed to achieving targets
- Flexible, punctual and reliable

#### **Communication**

- High level of communication, including dealing professionally with patrons and staff from diverse backgrounds
- Excellent written and oral communications skills
- Good interpersonal and conflict resolution skills to resolve difficult issues to a positive outcome

### **Experience / Knowledge / Attributes**

- A minimum of 5 year's experience as a venue or operations manager of a licensed premise or extensive experience in venue management, managing, training/professionally developing hospitality employees
- Experience with and understanding of H&L point of sale, or similar software program, cash management and budget analysis
- Proven customer relations experience in a licensed premises
- Thorough working knowledge of Liquor License, Gaming and TAB requirements
- Attention to detail and presentation
- Ability to plan, organise and manage time efficiently
- Goal-orientated
- High level of initiative
- Strong leadership & managerial skills
- Ability to work under pressure
- Hold relevant RSA and gaming approvals