



Job title:	Operations Manager
Reporting to:	CEO
Location:	Administration

Purpose of the position

The Operations Manager is responsible for the general management of the Club, supported by the Club's Human Resources Manager. This includes effectively managing staff in all areas to accomplish the Club's objectives and improve management and operational effectiveness.

Vision

"To be the leading provider of recreational facilities for its members and visitors in Australia"

- To provide members and visitors with first class recreational facilities for their use.
- To optimise the return on assets.
- To provide first class customer service to members and visitors.
- To provide and maintain a safe work environment for employees.
- To market the club facilities to a broad area of the community.
- To ensure that employees have the necessary personal development to meet operation needs.

Duties and Responsibilities

The primary duty of the operations manager will be to manage a team of people and implement the correct practises and processes across the organisation. Operations managers must also improve performance, formulate strategies, and focus on delivering quality service.

The following sets out the duties and responsibilities of the position. These may change from time to time at the discretion of the company to include other tasks which match the skill level and development stage of the incumbent within the position.

a) Customer Service

- Always be familiar with the Club's products, offers, procedures and policies and to respond to questions about them for patrons
- Be personally well-presented and set an exemplary example for staff when serving patrons, dealing with complaints, dealing with patrons approaching intoxication, organising social activities and liaising with external bodies and the community
- Achieve budgeted performance targets within pre-determined acceptable variances

b) Personnel/Human Resources

- Develop, in consultation with the Secretary Manager and Human Resource Manager, a strategic workforce plan, particularly in the areas of training, rostering and performance management
- Motivate, coach and lead all direct reports and Club employees
- Actively encourage employees to demonstrate strong morale and commitment to the Club's goals and objectives and lead by example
- Maintain effective employee/employer relations
- Support Human Resources Manager in recruiting in conjunction with other managers and supervisors.
- Ensure all staff policies and procedures are implemented correctly, communicated to all staff and updated from time to time as necessary
- Delegate duties and tasks and the authority to manage and supervise staff
- Responsible for counselling staff, conducting performance appraisals and, where necessary, terminating employees in conjunction with Human Resources Manager
- Review supervisor job description and KPIs and ensure they are kept relevant

c) Workplace Health and Safety

- Manage OHS of the Club
- Ensure Club premises are clean and safe
- Identify areas of the Club that need repair and follow-up any outstanding actions
- Arrange maintenance and repairs, confirm major maintenance projects with the CEO
- Ensure other managers and supervisors enforce WHS policies and procedures

d) Premises Operations

- Manage the day-to-day activities of all Club employees
- Ensure that the Club operates in accordance with all regulations and legislative requirements including legislation regarding registered Clubs, liquor, gaming, catering, workplace health and safety, corporations, finance and taxation, workers compensation, security and liability
- Inform the CEO about significant issues and regularly liaise with the CEO about important business activities

e) Food and Beverage/Bar/Gaming

- Maintain high quality service in all operational areas of the Club
- Supervise stock control and stocktaking procedures
- Supervise cash handling and takings in conjunction with the Finance Manager
- Ensure effective and economical staff rostering in all areas
- Analyse and interpret trading results in all areas of the Clubhouse
- Ensure staff adhere to all work procedures and processes
- Maintain effective relations with external contractors and suppliers

f) Administration

- Implement Club policy as determined by the CEO
- Implement the CEO's instructions
- Provide the CEO with professional advice regarding all areas of governance and compliance
- Interpret and analyse accounting and financial results, and stay abreast of current trends impacting the industry and the Club

g) Marketing

- Support the Marketing Manager in marketing strategies, in conjunction with other management
- Monitor Marketing promotions and ensure training and communication for Clubhouse promotions for all Clubhouse staff
- Promote and represent the Club in negotiations, conferences, industry briefings and community events when required

Academic or trade qualifications

- Responsible Service of Alcohol (RSA)
- Responsible Conduct of Gambling (RCG)
- Tertiary qualification in Hospitality Management
- First Aid qualifications

Specific skill, knowledge and attribute requirement

- Previous experience in the same or like role
- Strong background of relevant Club or Hotel experience, fluent with Club software relating to operations
- Sound commercial acumen, can interpret and respond to financial data
- The ability to manage multiple staff across multiple areas
- Commitment to excellent customer service
- Leadership, takes ownership and works in an autonomous capacity
- Excellent communicator
- Self-motivated and able to motivate other staff members.
- Ability to organise/plan as well as being dependable and punctual
- Conflict resolution and Problem solving
- Self-motivated. Ability to organise/plan as well as being dependable and punctual
- Excellent Time Management
- To be committed to the job, to making a positive contribution and to performing duties diligently and proactively, to the best of your ability. Take directions and put into action quickly and accurately
- To work safely, observing WH&S requirements and reporting or acting on any hazards.
- Be fair, reasonable and honest in all dealings with staff and management. Staff should show respect for colleagues, managers and YMGCR property, work co-operatively and support and learn from each other.
- To minimise waste and expenditure, in consideration of economic and environmental impacts.
- To maintain a professional standard of personal appearance, dress and work area.
- To be open to new ideas and new ways of working.
- To communicate openly and work co-operatively with your colleagues and managers.
- To observe and contribute to a non-discriminatory workplace.
- To protect the commercial interests and reputation of the YMGCR by being an advocate for the Club and observing confidentiality and a high level of professional and personal integrity.

Relationships

With	Purpose
CEO	The operations Manager is supervised and supported by the CEO and consulted about all aspects of the Club's operations
Senior Duty Manager/Duty Managers	The Operations Manager, delegates authority and responsibility to Senior Duty Manager, and will be the support person for Duty Managers
Executive Chef	Reports to the Operations manager in conjunction with the CEO
Gaming Manager	Reports to the Operations Manager in conjunction with the CEO
Maintenance Manager	Reports to the Operations Manager

Employee Name _____ Date _____

Employee Signature _____ Date _____

Manager Signature _____ Date _____