

POSITION DESCRIPTION

Position Title:	Leisure Duty Manager - Programs
Position Number:	10877
Directorate:	Community Experience
Reports to:	Wickham Recreation Precinct Supervisor
Supervises:	Program Staff, Customer Service Officers
Department:	Community Facilities
Agreement:	City of Karratha Enterprise Agreement 2021
Classification:	Level 4

1. POSITION OVERVIEW

The Leisure Duty Manager - Programs is responsible for coordinating activities and programs associated with the Wickham Recreation Precinct (WRP), Roebourne and Point Samson as well as being the first point of contact at the WRP, responding to enquires from the public, receiving all cash, preparation and processing all receipts. The position will also focus strongly on the engagement with local clubs and associations to implement seasonal bookings and the continual improvement of administration systems and processes.

1.1 Position Objectives

- To ensure that recreation facilities, programs and services in the City's Eastern Region are effectively administered and delivered to the general public, community groups and organisations.
- Train and supervisor Customer Service Officers and Program Assistants to ensure the highest level of service delivery.
- Develop and strengthen relationships with local clubs and associations and promote the commercial use of City Recreation Facilities in the Eastern Corridor.
- To oversee operations associated with the WRP programs. This includes relevant marketing and promotion initiatives and overseeing staffing and equipment requirements.
- To assist in the development of an extensive business plan for the Wickham sporting precinct.

2. DUTIES & RESPONSIBILITIES

2.1 Customer Service

- Provide high level frontline customer service to internal and external customers, based on a sound knowledge of operations and procedures for recreational facilities, programs and services.
- Supervise Customer Service Officers to ensure a consistent and professional approach to customer service is employed across all recreation facilities, programs and services.
- Promote programs and services to all patrons where possible.
- Sell merchandise and follow procedures for ordering, stock control, accounting for stock, sales and refunds.

2.2 Administration

- Assist with the preparation, distribution and maintenance of promotional material, for all programs, services and activities
- Assist in the recruitment, development and training of program and customer service staff.
- Assist with the preparation and distribution of financial and other reports.
- Assist with the development and monitoring of budgets.

- In consultation with the City's Marketing & Communications team and WRP Supervisor, identify, develop and manage marketing opportunities, advertising and promotion for recreation facilities, programs and services ensuring the delivery of a common theme.
- Provide assistance to develop and promote an annual survey, collate and compile responses and identify areas of improvements.
- Identify external funding opportunities to support and increase community engagement through recreation programs, activities and events.
- Develop grant funding applications and complete all requirements of funding acquittals.

2.3 Operations

- Manage and promote season bookings of recreation facilities and respond to community booking enquiries professionally and in a timely manner.
- Assist in the preparation of reports to inform the Partnership.
- Oversee the maintenance and monitoring of the asset register in consultation with the WRP Supervisor.
- Oversee booking and hiring procedures for facilities in the Eastern Region, consistent with City of Karratha procedures.
- Manage and improve the quality of external forms and internal policies and procedures.

2.4 Health & Safety

Duty Managers are responsible for ensuring that:

- Staff over whom they have line management responsibility are held accountable for performing the responsibilities and actions relevant to their position.
- City policies and procedures relevant to safety are applied.
- For activities for which the safety risk is significant, and there is no City procedure, safety risk assessments and associated safe work procedures are documented and enacted in accordance with the WHS Risk Management Procedure.
- Workplace hazard inspections occur at least every 3 months at workplaces under their carriage. If there is a HSR for the workplace, ensure they are given adequate paid time and resources to complete the inspection.
- The employees of the City are not exposed to hazards in their working environment.
- Other roles and responsibilities outlined in the WHS Management: Roles and Responsibilities.

3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)

3.1 Authority and Accountability

- Works under general supervision of the Wickham Recreation Precinct Supervisor
- Works in accordance with approved Council's policies, procedures and guidelines.

3.2 Judgement and Problem Solving

- Analytical time management and organisational skills.
- Ability to work autonomously and set own tasks and priorities.
- Demonstrated ability to coordinate and lead staff.

3.3 Specialist Knowledge and Skills

- Demonstrated experience developing and delivering recreation programs and events.
- Sound knowledge of administrative functions, financial management and budget processes.
- Sound knowledge of booking systems and understanding of statistical reporting.
- Advanced computer skills, with experience in a variety of IT software.

3.4 Management Skills

- Developing supervisory skills

3.5 Interpersonal Skills

- Developed verbal and written and interpersonal communication skills with experience in community engagement.
- Superior customer service attitude and skills.
- Work effectively within a team.

3.6 Qualifications and Experience

- Formal qualifications in Recreation or Education programming (desirable)
- Demonstrated experience in promotion and marketing of a community facility
- Demonstrated experience in grant writing and acquittals
- Demonstrated experience developing and delivering programs and activities
- Current C class driver's licence
- Current First Aid Certificate
- National (or Federal) Police Certificate (no more than 6 months old).
- Working with Children Check or provide proof that the Check is under way (e.g., a receipt)