

POSITION DESCRIPTION

Position Title:	Indoor Play Centre Duty Manager
Position Number:	11017
Directorate:	Community Experience
Reports to:	Community Infrastructure Coordinator
Supervises:	Indoor Play and Café Assistant
Agreement:	<i>City of Karratha Industrial Agreement 2023</i>
Classification:	Level 4

1. POSITION OVERVIEW

The Indoor Play Centre (IPC) Duty Manager will be responsible for overseeing and monitoring the service operations to achieve the outcomes of the IPC Business Plan, under the general direction of the Community Infrastructure Coordinator. This position will provide a high standard of customer service within the Indoor Play Centre in order to achieve Council's objectives. In addition, they will be responsible for the cleanliness and quality presentation of the facility, and the coordination and leadership of casual staff.

1.1 Position Objectives

- Ensure the provision of a quality facility and service as required by the City's Strategic plan.
- Liaise with the Community Infrastructure Coordinator concerning any matter relevant to the good order and management of the facility.
- Ensure all day-to-day operations are achievable to a high standard.
- At the discretion of the Community Infrastructure Coordinator undertake other responsibilities from time to time ensuring staff receive the necessary training / direction to carry out their duties in a manner that will achieve objectives of the position.
- Ensure financial efficiencies are balanced with Community Service obligations as required.

2. DUTIES & RESPONSIBILITIES

2.1 Customer Service and Communication

- Collect entry fees and admissions to the Indoor Play Centre.
- Be the first point of contact for customer enquiries and bookings.
- Provide passive surveillance to the Indoor Play and Kiosk areas.
- Provide a high level of service to customers of the cafe and indoor play space, both in person, telephone and e-mail.
- Coordinate and implement customer consultation as required.

2.2 Housekeeping, Food Handling & Hygiene

- Ensure the Indoor Play Centre and Cafe is maintained in a hygienic, clean and presentable condition, meeting all standards and perform daily hygiene and cleaning duties.
- Ensure that all health department checks are passed 100% of the time.
- Ensure that all health acts and regulatory requirements are being adhered to.
- Assist with the preparation of food items for the day's trading and serve patrons.
- Ensure the highest-level produce is being delivered at all times.

2.3 Administration & Finance

- Undertake daily administrative tasks such as daily banking procedures, cash handling, complete workplace inspections, ordering of stock and end of year stocktake, asset management, and procurement processes.
- Coordinate party bookings and organise staff rostering for the party.
- Manage the Indoor Play Centre budget under the supervised direction of the Community Infrastructure Coordinator.
- Assist the Community Infrastructure Coordinator to develop and implement Business and Operational Plans relating to the Indoor Play Centre.
- Utilize a range of appropriate marketing mediums to attract patronage.
- Maintain monthly report statistics as required.

2.4 Programs and Services

- Implement a continuous improvement approach to service delivery through ongoing research to inform development of the Indoor Play Centre and Café service delivery, including supplier reviews.
- Develop and implement cost effective programs suitable for children, including liaising with appropriate service providers and contractors.
- Lead program and activity delivery as required
- Develop mechanisms to thoroughly evaluate programs to determine effectiveness and inform future service delivery

2.5 Leadership and Management

- Complete monthly rostering duties and casual staff timesheets under the supervised direction of the Community Infrastructure Coordinator.
- Staff management and development; including coordinating team meetings, assisting in recruitment of casual staff, developing training and development plans, new staff inductions.

2.6 Health & Safety

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to their health and safety.
- Utilise the City's procedure for WHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of health or safety.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident

Incident Report form as soon as reasonably practicable within 24 hours where possible.

- Other roles and responsibilities outlined in the WHS Management at the City of Karratha: Roles and Responsibilities.

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

3.1 Authority & Accountability

- Works under general supervision of the Community Infrastructure Coordinator.
- Works in accordance with approved Council's policies, procedures and guidelines.

3.2 Judgement and Problem Solving

- Well-developed problem solving and conflict management skills.
- Demonstrated ability to use initiative and clear thought processes during stressful situations.

3.3 Specialist Knowledge and Skills

- Understanding of the principles of small business facility operation
- Sound knowledge of the provisions of the Health Act, Regulations and By-Laws applying to the operation of a food and beverage outlet.
- Well-developed numeracy, cash handling, verbal and written communication skills with a high level of attention to detail and accuracy.
- Sound knowledge of the safety procedures and requirements for the handling of hazardous chemicals.
- Demonstrated understanding in community consultation, trends and delivery of services and activities related to the Indoor Play Centre market.
- Knowledge of the preparation of budgets, programming plans and contractor engagement in a local government environment.
- Developed knowledge of computer applications, particularly Microsoft Office suite, and local government applications.

3.4 Management and Supervision

- Sound leadership skills and demonstrated experience in a supervisory role sufficient to be able to provide leadership and effective day-to-day management to a small team.

Manage team performance against Position Descriptions the City's Code of Conduct, and Operational Plan, including conducting performance reviews as required.

3.5 Interpersonal Skills

- High level of customer service skills including duty of care responsibilities to the public.
- High level of emotional intelligence and range of communication skills enabling effective team leadership and management, and liaison with internal and external stakeholders.
- Effective leadership skills, interpersonal skills and demonstrated ability to work within a team environment.
- Demonstrated ability in the areas of time management, working autonomously and within a team, organisation, initiative and problem solving

3.6 Qualifications and Experience/Other Requirements

- Certificate in hospitality, food / beverage qualification, or demonstrated relevant experience is desirable

- Exceptional customer service experience
- Relevant qualification (e.g. Early Childhood Education) desirable.
- Experience in the service delivery of programs to children desirable
- Team leadership and management experience/skills desirable
- Business / café management experience desirable
- Current C class driver's licence
- Current Working with Children Check (WWCC)
- National (or Federal) Police Certificate (no more than 6 months old)