

POSITION DESCRIPTION

POSITION: OPERATIONS MANAGER

LOCATION: BOX HILL GOLF CLUB

REPORTS TO: GENERAL MANAGER

As per the *Registered and Licensed Clubs Award 2010* Level 8: Manager Level B

Completed the prescribed standard of training as prescribed in the *Registered and Licensed Clubs Award 2010* or has, in the opinion of the employer experience equivalent to the prescribed level of training

KEY OBJECTIVE:

The Operations Manager shall be responsible to the General Manager, for the day to day operations of the club excluding golf, and shall be responsible for the welfare of the club facilities within the financial framework and general policies as set down by the General Manager.

KEY RESPONSIBILITIES:

1. Management:

1.1. Under the direction of the General Manager will be responsible for the supervision of the club business operations excluding golf and course operations, assist in the development and formulation of club strategies to achieve both short and long term objectives and to expand present activities.

1.2 Under direction supervise all aspects of the club activities excluding golf and course operations; ensure maximum member satisfaction, improvement of services, and the security and the protection of members. Ensure the visitors' sign-in register is checked and maintained in accordance with Liquor Licence requirements, and appropriate dress standards are maintained.

1.3 Responsible for the supervision of all staff ensuring that efficient weekly rosters are prepared in a timely manner.

1.4 Under direction implement a Staff Performance Development Program in order to provide positive and constructive assessment of staff. Advise management on matters of poor staff performance and the need for discipline, following Industrial Relations procedures at all times. Ensure compliance with the club rules and investigate incidence of employee misconduct recommending the appropriate disciplinary action as necessary consulting with ClubsVIC IR and within award guidelines.

1.5 Responsible for the introduction and implementation of appropriate training programs for staff and the implementation of multi-skilling techniques in all areas. Ensure all staff have completed Responsible Service of Alcohol, Gaming and Food Accreditations.

1.6 Responsible to ensure the review of staff position descriptions to reflect the roles and duties required for the efficient operation of the club, under direction implement the Staff Induction Manual detailing the terms and conditions of employment and the relevant club house rules implemented from time to time. Conduct regular staff meetings.

1.7 In conjunction with Senior Management, organise safety policies and written procedures for all facets of the club operations to comply with the Occupational Health and Safety Act 1985 and to ensure a safe working environment for all staff. Monitor developments in safety and implement emergency plans and procedures liaising with Senior Management. Conduct regular inspections of buildings, fittings, equipment and surrounds and advise the Board of any remedial requirements.

2. Bar/Gaming/Catering

2.1 Overall responsibility for the ordering and maintaining of all bar and catering sundry stock ensuring deliveries are received and checked and invoices authorised and prepared for payment.

2.2 Recommend to the General Manager pricing of liquor and food items, ensure % margins are maintained and monitored against the budgets. Ensure regular stock-takes are implemented in the bars, document results and maintain cost effective stock levels. Report significant variances in stock.

2.3 Responsible for all cash floats and to investigate all cash variances, taking appropriate action and reporting to the General Manager as necessary.

2.4 Responsible for cellar maintenance, cleaning of lines, proper beer and stock rotation and general hygiene and cleanliness of the bar and associated equipment in line with health regulations.

2.5 Liaise with the catering staff in regard to the implementation of menus, functions and the clubs general catering requirements. Liaise with the committees as required to assist with arrangements for special events.

2.6 Ensure consistent presentation of food and customer service is maintained at the highest level.

2.7 Ensure established procedures are maintained for;

- Open/Close procedures
- Daily coin/note clearances
- Hopper refills and reconciliations
- Reading and recording of meters
- Main safe reconciliations
- System One/Gold Coin operations

2.8 Ensure the weekly Gaming Float Reconciliation is completed in an efficient and timely manner, and all gaming documentation is maintained and stored in a secure manner as required by the Victorian Commission for Gambling Regulation.

2.9 Ensure staff are trained and implement the ClubsVIC Anti Money Laundering & Counter Terrorism Program, reporting to the compliance officer and recording incidents as required by the program

2.10 Ensure staff are trained and understand and comply with the adopted Code of Conduct and Self Exclusion program for the gambling operations. Responsible Gambling and Gamblers Help brochures to be displayed in the gaming areas as necessary.

2.11 Evaluate suppliers on a regular basis, liaise with the General Manager and recommend changes to suppliers when warranted.

2.12 General service in the bar and other areas of the club including dispensing of drinks, gaming service, bistro service, receipt and dispensing of monies and cash reconciliation as necessitated by the operational requirements of the business.

3. Marketing/Promotions:

3.1 Under direction of the General Manager implement the advertising and marketing of the club in order to promote the use of the facilities by members and guests, to increase turnover and maximise return to the club.

3.2 Prepare internal cross promotions that will enhance the performance of the club, utilising gaming, bars, catering and sporting facilities.

3.3 Monitor and measure the cost of promotions in relation to increased turnover and profit.

3.4 Liaise with ClubsVIC and the gaming operator with regard to advertising and promotions to ensure legislation and responsible service guidelines are not breached.

3.5 Analysis of gaming reports to establish best machine, games and denomination mix

3.6 Recommend to the General Manager and investigate and develop sponsorship relationships with local traders and corporate identities.

4. Organisational Relationships:

4.1 Structure: The Chairman, Board
 General Manager
 Finance Manager
 Marketing Committee
 Clubhouse Committee

4.2 Internal Liaison: All Staff, Club Members and Visitors

4.3 External Liaison: ClubsVIC
 Liquor Licence Victoria
 Victorian Commission for Gambling Regulation
 Gaming Operators
 Department of Sports and Recreation
 Local Council
 Media
 Local Tourism
 Suppliers
 Local business
 Police
 General public

5. Professional Skills:

- Knowledge of and ability to enforce the Liquor Licence Control Act, Gaming Act, Food Act, Tobacco Act, Occupational Health & Safety Act and taxation system and all other relevant legislation pertaining to the club network.
- High level of understanding of relevant awards and industrial matters
- Computer literate and high understanding of relevant computer software

- Understanding of financial reports
- Ability to understand marketing and promotions strategies.
- Excellent organisational skills
- Excellent written and verbal communication skills.

6. Key Selection Criteria:

- Demonstrate an ability to assume senior management duties
- Demonstrate an ability to enforce appropriate legislation
- Demonstrate excellent oral communication skills and the ability to discuss and resolve problems and complaints.
- Demonstrate an ability to promote excellent public relations and exercise common sense in decision making
- Demonstrate an ability to maintain accurate records.
- Demonstrate an ability to supervise accounting procedures and where appropriate preparation of accounts and relevant documents.
- Demonstrate an ability to interpret financial results
- Demonstrate an ability to use computers, utilise relevant software and use the internet and relevant web-sites
- Demonstrate an ability to communicate with staff, provide leadership and to promote a team environment.

Requirements: **Industry Gaming Licence**
 Responsible Service of Alcohol
 Advanced Responsible Service of Gaming
 Responsible Service of Food

Appearance, dress and general behaviour will be in keeping with the required standards of the Club.

No drinking of alcohol or smoking is allowed whilst on duty.

Acknowledged by the Employee:

Signature:.....Date:.....