



## Position Description

<b>Job title:</b>	<b>Operations Manager</b>
<b>Award:</b>	<b>Registered and Licenced Clubs Award 2020</b>
<b>Classification:</b>	<b>Level A Manager</b>
<b>Area of Appointment:</b>	<b>All Areas</b>
<b>Reporting to:</b>	<b>General Manager/HR Business Manager</b>
<b>Employment Status:</b>	<b>Full-time</b>
<b>Supervisory Accountability:</b>	<b>All Staff</b>

### About Finley Returned Soldiers Club:

The Finley Returned Soldiers Club is a community-focused establishment dedicated to providing a welcoming and enjoyable environment for its members and guests. With a range of facilities including dining, gaming, and event spaces, the club aims to offer exceptional service and memorable experiences for all who visit.

### Position Summary:

The Operations Manager is responsible for overseeing the day-to-day operations of our hospitality establishment. The ideal candidate will possess strong leadership skills, a proven track record in managing diverse teams, and a deep understanding of the hospitality industry. This role requires strategic thinking, exceptional organisational abilities, and a commitment to delivering outstanding guest experiences. The role provides exceptional leadership and is responsible for developing and maintaining a positive, confident and customer focused team that provides excellent service and a memorable experience for members and visitors. The incumbent will have oversight and accountability for an allocated operational budget, ensuring appropriate labour management and oversight of food and beverage sales to contribute to increasing profits for the Club.

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### Responsibilities:

#### Operational Management

- Provide strategic direction and oversight for all operational functions within the hospitality establishment.
- Ensure the seamless coordination of various departments, including front desk, housekeeping, food and beverage, and facilities management.
- Implement and optimise operational policies, procedures, and standards to enhance overall efficiency.
- Assume overall accountability for rostering and budgeting of food and beverage, cleaning, and outdoor and administration operations, in consultation with department managers

- Supervise stock control and stocktaking procedures.
- Supervise cash handling and takings.
- Ensure effective and economical staff rostering in all areas.
- Analyse and interpret trading results in all areas.
- Contribute to the development and implementation of strategic plans to achieve the club's long-term goals.
- Identify opportunities for growth and development within the club.

### **Staff Management:**

- Lead, mentor, and motivate a diverse team of hospitality and maintenance staff.
- Foster a positive and collaborative work environment, promoting teamwork and a customer-centric culture.
- Conduct regular performance evaluations and provide constructive feedback for continuous improvement.
- Develop, in consultation with the General Manager and Human Resource Coordinator, a strategic workforce plan, particularly in the areas of training, rostering and performance management.
- Train, motivate and develop staff to ensure a high level of competency and the delivery of quality customer service that results in an excellent overall experience for members and visitors.
- Ensure all Club staff are well groomed and presentable at all service periods.

### **Guest Experience:**

- Champion a commitment to exceptional guest service and satisfaction.
- Monitor and analyse guest feedback to identify areas for improvement and implement corrective measures.
- Work closely with department managers to ensure consistent service standards are maintained.
- Maintain excellent customer relations and ensure patrons expectations are met at all times.
- Understand the Club's customer base and their needs in order to improve the goods and services offered by the Club.
- 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, arranging entertainment and liaising with external bodies and the community.

### **Financial Management:**

- Develop and manage the operational budget, ensuring financial goals are met while maintaining high-quality service.
- Implement cost control measures and identify opportunities for revenue enhancement.
- Collaborate with the Senior Management team to analyse financial reports and make data-driven decisions.
- Prepare statutory returns for matters including gaming machines, financial performance, licensing requirements, in conjunction with the General Manager.

### **Event Management:**

- Coordinate with event planners and meeting organisers to ensure seamless execution of events and meetings hosted on the premises.
- Oversee the planning and execution of club events and functions.
- Collaborate with the marketing officer to attract and accommodate events that align with the property's capabilities.
- Create and implement progressive and effective marketing campaigns and activities to increase Club membership and overall revenue, in conjunction with the General & HR Business Manager
- Promote and represent the Club in negotiations, conferences, industry briefings and community events when required.

### **Quality Assurance:**

- Implement and monitor quality assurance programs to uphold the highest standards of cleanliness, safety, and service.
- Conduct regular inspections to ensure compliance with brand standards and regulations.

### **Vendor and Supply Chain Management:**

- Establish and maintain strong relationships with vendors and suppliers.
- Negotiate contracts, monitor service levels, and optimise costs while maintaining quality standards.

### **Facilities Management:**

- Oversee the maintenance and functionality of all facilities within the premises, including guest rooms, common areas, recreational spaces, and back-of-house areas.
- Implement preventive maintenance programs to ensure equipment, fixtures, and infrastructure are in optimal condition.
- Arrange maintenance and repairs, confirm major maintenance projects with the General Manager.
- Address and resolve any issues related to the physical facilities promptly to minimise disruptions.

### **Workplace Health and Safety**

- Perform the role in a safe manner by adhering to Work Health and Safety Regulations and the Clubs policies, regulations and agreed safe work procedures.
- Report immediately any potential hazards and/or incidents occurring in the workplace.
- Ensure Club premises are clean and safe and in good repair to minimise unhygienic practices and potential safety risks.
- Ensure other managers and supervisors enforce WHS policies and procedures.
- Develop and enforce safety and security protocols to safeguard guests, staff, and property.
- Collaborate with relevant departments to conduct regular safety drills and training programs.
- Stay abreast of industry standards and regulations related to safety and security and ensure compliance.

## Energy and Environmental Management:

- Implement sustainable practices to reduce the environmental impact of operations.
- Monitor energy consumption and implement strategies to improve energy efficiency.
- Integrate environmentally friendly practices into daily operations, such as waste reduction and resource conservation.

## Academic or trade qualifications:

- Tertiary qualification in Hospitality Management, Business Administration, or a related field.
- Minimum of 5 years of experience in a hospitality management role, preferably within a club or similar environment or proven experience as an Operations Manager in the hospitality industry or similar field.
- Strong leadership and interpersonal skills.
- Excellent problem-solving and decision-making abilities.
- Exceptional organizational and multitasking capabilities.
- Knowledge of industry trends, regulations, and best practices.
- Proficient in relevant software applications and systems.
- Responsible Service of Alcohol (RSA)
- Advanced Responsible Conduct of Gambling (RCG)
- First Aid qualifications

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## Relationships

With	Purpose
General Manager & HR Business Manager	The Operations Manager is supervised and supported by the General Manager & HR Business Manager and consulted about all aspects of the Club's operations.
Managers/Supervisors & Club employees	The Operations Manager delegates authority and responsibility to staff and supervises and coaches' direct reports.

Finley Return Soldier Club is committed to providing a work environment free of discrimination, sexual or other harassment, victimization, vilification, and bullying. Employees are expected to contribute to and maintain this positive work environment.

This document outlines the primary responsibilities of the position but is not intended to be exhaustive. Employees may be required to perform other duties beyond those described here. All employees are expected to exhibit behaviours that align with the Finley Returned Soldiers Club's core values, Code of Conduct, and Equal Employment Opportunity principles.

This Position Description is subject to review and modification by the General Manager in response to the changing needs of the Club.

*I acknowledge that I have read and understood the above job description in its entirety and can perform all the stated requirements. I understand that this document serves as a guide and that I will be responsible for performing the duties assigned.*

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

General Manager Signature \_\_\_\_\_

Date \_\_\_\_\_