

Duty Manager - MSEC

Position Description

Directorate	Community and Environmental Services	Department	Community Services, Sport and Recreation
Reports To	Venue Manager - MSEC	Direct Reports	Yes
Queensland Local Government Industry Award - State 2017 - Stream	Stream B - Division 2, Section 4 - Hospitality Services.	Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level	Schedule 2, Level 7

Position Purpose

This position supervises the operational and hospitality activities of the Morayfield Sport and Events Centre to deliver a quality customer experience.

Key Responsibilities and Outcomes

As a Duty Manager you will:

- Supervise venue operations including opening and closing, service and program delivery, administrative tasks, cash handling and reconciliations, equipment set-up and pack down, replenishment of consumables and cleaning.
- Oversee hospitality and catering services including the preparation and service of food and beverage in accordance with food and liquor license obligations and requirements.
- Act as a Responsible Manager of Licensed Venues (RMLV) as required.
- Respond to enquiries and bookings from customers and hirers in relation to the use of venue facilities and resources including responding to escalated matters.
- Contribute to the development of marketing and business plans and the planning, promotion and delivery of venue programs, activities and events.
- Provide supervision, direction and support to team members to drive a high performance, continuous improvement and customer focused culture.
- Develop strong working relationships with key stakeholders including community groups, service providers, Council staff, business and commercial operators.

Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. *As a leader you will take accountability for demonstrating the values expectations and behaviours and enable your team members to do the same.*

SERVICE

TEAMWORK

INTEGRITY

RESPECT

SUSTAINABILITY

Decision Making	
<i>Budget</i>	N/A
<i>Delegations</i>	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience
<ul style="list-style-type: none"> • Demonstrated experience in a supervisory role within the hospitality or leisure industry. • Demonstrated knowledge of food and liquor licence obligations and requirements. • Proficiency with Microsoft Office suite of programs and the ability to develop proficiency with Council's software programs, including the EventPro event booking system and SABO ticketing system. • Strong time management skills to achieve proficiency and effectiveness in managing conflicting priorities and meeting deadlines. • Strong people and relationship management skills with the ability to work in a positive team environment communicating and engaging effectively at all levels. • Demonstrated ability to provide supervision, direction and on the job training support to team members.

Qualifications
<ul style="list-style-type: none"> • Current Responsible Management of Licensed Venues (RMLV) certificate • Current Blue Card (Working with Children Check) required. • A current Apply First Aid Certification and Provide Cardiopulmonary Resuscitation Certification (or willing to obtain before role commencement/within the first 30 days). • Current C class driver's licence.

Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.