

## A THRIVING REGION OF OPPORTUNITY WHERE OUR COMMUNITIES ENJOY A VIBRANT LIFESTYLE

### Duty Manager - Morayfield Sport and Events Centre

<b>Division</b>	Community and Environmental Services	<b>Department</b>	Property and Commercial Services
<b>Reports To</b>	Venue Coordinator - Morayfield Sport and Events Centre	<b>Direct Reports</b>	Yes

### 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

#### Operational

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.

#### Values

At Moreton Bay Regional Council we are on a journey to creating a great culture. Our values shape the way we behave and how we interact with each other to deliver the best service to the community. The safety of you and the community is our number one priority and we are all responsible for creating an inclusive, safe workplace and protecting our environment. As a team member you will take individual accountability for demonstrating the values, expectations and behaviours.

### Decision Making

**Budget** - Nil

**Delegations** - Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register.



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### Knowledge & Experience

- 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

- Current Responsible Management of Licensed Venues (RMLV) certificate
- Current C class driver's licence.

*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.*