

POSITION DESCRIPTION

TITLE : **STADIUM MANAGER**
LOCATION : Bendat Basketball Centre, Floreat, WA
REPORTS TO : Chief Operating Officer

Purpose of the Role

- Responsible for the overall performance of the facility in relation to presentation and condition; growth, development and success of programs; facility utilisation and customer service.
- To ensure strong and healthy relationships with local schools, club/s and all other key user groups.
- Assist the Basketball WA COO with business and financial planning for the stadium and relationships with VenuesWest.

SUMMARY OF ROLE

- Oversee and be responsible for all staff required for the operation of the facility, it's programs and services.
- Maximise venue utilisation through competitions, hire, events and any other usage compatible with the venue.
- To ensure that professional reporting and monitoring of the cleaning and maintenance program is undertaken in conjunction with VenuesWest for the longevity of the stadium.
- To work with the COO to ensure budgets, WHS, risk management and customer service policies are in place and adhered to.
- To ensure that that all activities within the Stadium are conducted within legal and policy frameworks.

KEY AREAS OF RESPONSIBILITY

- Ensure court bookings are prioritised within the BWA priority framework and provide relevant reports to the COO and VenuesWest as required
- Establish strong and healthy relationships with local schools, club/s, all user groups and local government.
- Assist with the provision of sound financial management and control over all finance related operations.
- Ensure the delivery of excellent customer service.
- Organise and liaise with VenuesWest and cleaning contractors on all maintenance and cleaning suppliers to maintain facilities to a high standard seeking approval for any major repairs or upgrades.
- Comply with all Basketball WA risk management policies and procedures.
- Keep all required records up to date.
- Continually review all procedures and policies for improvements and required changes.
- Ensure that the stadium is always presented in a clean and tidy state.
- Continually monitor the condition of all stadium equipment and ensure that it is in sound and safe working order.
- Management of all staff and volunteers of the stadium, including recruitment, induction and performance.
- Management of WHS requirements for all stadium staff.
- Monitor and arrange staff rosters.

- Ensure that all employees of the Stadium are paid correctly for hours worked as recorded and authorised, in accord with the applicable Basketball WA policy and that all Employment related records are maintained.
- Ensure regular and accurate reporting of user statistics for the Stadium
- Assist with rostering of Casual Stadium Staff
- Ensure that any Stadium maintenance issues are reported appropriately
- Perform other tasks as directed by the COO from time to time

Knowledge, abilities and skills required (Competencies/Selection Criteria)
<ul style="list-style-type: none"> • Commitment to Basketball WA's values & behaviours. • Honest, reliable and disciplined. • Solution orientated problem solver with a proactive approach and proven initiative. • Demonstrated experience in working with a diverse range of stakeholders/volunteers. • Highly developed interpersonal and written and oral communication skills. • Meticulous in presentation of work with particular attention to detail. • Well organised with excellent time management skills. • Demonstrated ability to work with and protect confidential information. • Able to create effective processes to improve the delivery of work and efficiency. • Ability to manage multiple projects simultaneously. • Able to work with a minimum amount of supervision. • Experience in working in facility management. • Experience in managing staff and rostering. • Demonstrated proficiency in the use of Microsoft Word, Outlook and Excel. • Demonstrated proficiency in the use of Client management software or similar products. • First Aid qualifications. • Preparedness to be flexible in respect to work hours.