



NATIONAL CLUB ACCREDITATION SCHEME

Capalaba Football Club Position Description –Venue Manager

POSITION TITLE:

Venue Manager

OBJECTIVE:

The Venue Manager is integral to the overall success of Capalaba Football Club (the “Club”). The role is often the first point of contact for members and community.

The role is primarily responsible for overseeing the canteen, bar and venue hire operations (the “Venue”) of the Club.

Opportunities and challenges within the role include:

- the provision of exceptional customer service;
- the design and implementation of best practice procedures and processes for services provided;
- ensure compliance with relevant licensing and safety regulations;
- maximising venue hire opportunities;
- identification and development of new commercial opportunities from the Venue;
- in consultation with the Management Committee, develop and implement strategies to transform the canteen and bar areas into a viable business that has the potential to fund other aspects of the Club’s operations;
- managing and rostering staff and the delivery of exceptional “experiences” for members and the community.

RESPONSIBILITIES / TASKS:

General

- Monitor and ensure compliance with all relevant liquor licensing, music licensing, safety regulations and security procedures and ensure staff receive appropriate training in all relevant matters.
- Ensure the Venue is operated in accordance with the Club’s Policy or Management Committee directives.
- Develop, document and implement procedures for all aspects of Venue operations including, but not limited to, service delivery standards, food preparation standards, product assembly, cleaning and opening and closing.
- Ensure the security of all aspects relating to general receipts, safes, tills, including the management of the Point of Sale system.



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ABN 59 140 862 945
www.capalababulldogs.com

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- Stock management and control across all operations, including, but not limited to, ordering and rotation, minimising wastage and maintenance of adequate stock levels to meet the operational requirements of the Venue.

Human Resources

- Ensure adequate staffing levels are maintained, staff performance is of a consistently high standard and service delivery standards are of an exceptional standard.
- Ensure staffing costs are monitored regularly and maintained within budget.
- Ensure awareness of and compliance with all Occupational Health, Safety and Welfare principles and practices.
- Ensure personal and team compliance with industry standards and regulations e.g. Liquor and Gaming Licensing, Fair Trading.
- Ensure personal and team compliance with Club policies and procedures relating to code of conduct, security, safety, food hygiene and service delivery standards.
- Assist with the recruitment casual staff.
- Support and encourage the work of volunteers and provide instruction and training in safety and work procedures and to warmly acknowledge their contributions on a regular basis.
- Ensure all staff and volunteers are appropriately attired and present in clean and tidy clothing
- Conduct formal and informal performance reviews with all direct report staff.
- Provide leadership which enables and develops team members to learn and develop their skills.

Bar

- Hold Responsible Person status for the liquor licence.
- Ensure provisions of Responsible Service of Alcohol and related legislative requirements are met at all times.

Canteen

- At all times, ensure the keeping, preparation, cooking and serving of food and drinks is in accordance with the relevant food service standards, regulations and guidelines.
- Ensure that all food preparation areas, utensils, appliances and canteen are kept clean and free of waste and hazards in accordance with the relevant food service standards.
- Ensure that food is not contaminated by cleaning chemicals, cross contamination, un-hygienic work practices or conditions or unsafe temperatures.
- Ensure the safe operation of cooking and food appliances and equipment.
- Ensure the security of the canteen by following cash handling procedures, locking of doors and windows, restricting unauthorised persons from gaining access to work areas, and turning off appliances (except refrigerators).
- Ensure the safe stowage of foodstuffs and foodstuff empties, equipment and stock etc.



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Events

- Liaise with the Fixtures Office and Football Department to co-ordinate and plan venue hire dates to avoid conflicts and support the most effective and efficient scheduling use of the Venue.
- Client liaison prior to and at events to ensure the smooth running of functions to ensure all reasonable hirer requirements are met.
- Co-operate with the Management Committee to help assist with promotional materials and advertising as required.
- In consultation with the Management Committee, identify and seek to develop new business in venue hires to maximise the use of the Venue.
- Identify, develop and organise opportunities for supplementary events of both a Football and Community perspective to maximise usage of Venue.
- Promotion of events in conjunction with the Marketing and Communications Manager.
- Liaise with the Management Committee and stakeholders to ensure appropriate planning is undertaken to meet the requirements and of Special Club Events on the Club's Calendar.

KEY RESULT AREAS:

Objective	Measurement
<ul style="list-style-type: none"> • Lead and manage staff to ensure high levels of customer service and quality assurance are achieved. 	<ul style="list-style-type: none"> • Effective staff management including induction, development, coaching, effective delegation and overall supervision of activities, setting priorities and work plans; • A culture where teamwork and co-operation is supported and encouraged; • All staff apply security and access management standards, policies and processes and that physical, system security for the Venue is maintained at all times; • All staff understand Club processes and standards and maintain a consistently high level of customer service; • Adequate staffing levels are maintained to service the operational requirements of the Venue.
<ul style="list-style-type: none"> • Manage the Venue resources efficiently and effectively. 	<ul style="list-style-type: none"> • Control the financial costs associated with staff to ensure appropriate levels of staffing are provided within the Venue for normal operational requirements and other ad-hoc or planned events; • Ensure the Venue stock levels are maintained at appropriate levels to minimise losses associate with stock control; • Ensure minimal levels of stock wastage are maintained and that stock is utilised within expiration dates.
<ul style="list-style-type: none"> • Ensure compliance with relevant food service and licensing standards 	<ul style="list-style-type: none"> • Any or all non-compliance issues identified in annual inspections are minimal and an action plan developed to rectify in a timely manner;



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- All relevant staff are trained in food safety and service standards (where required);
- All requirements of various licensing bodies are complied with and non-compliance issues are identified and resolved in a timely manner.

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- Maximise the use of the Venue both during the football season and out of season.
 - Drive hire of the Venue for events both during season and out of season to improve Club revenue;
 - Identify opportunities and develop a plan to grow the community awareness of the Venue and hire services;
 - Identify opportunities to undertake a monthly themed event to build Club engagement and support from the members.

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- Plan and manage all Club events.
 - Plan and manage all community events held at the Venue.
 - Be the central point of contact for the management and coordination of events at the Club;
 - Work closely with community organisations to drive event through the Venue;
 - Ensure all events are appropriately staffed and catered for to the highest levels of customer experience commercially viable.

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- Venue is maintained and presented at a high standard
 - All maintenance and safety issues are reported to the Business Manager in a timely manner and in accordance with Club procedures and policies;
 - The Venue facilities are maintained in a clean and hygienic state, devoid of waste, unclean utensils and unused food stuffs;
 - Staff and volunteers adhere to cleanliness and hygiene standards as detailed in Food Service Standards.

RELATIONSHIPS:

- Reports to the Treasurer in the first instance.

ACCOUNTABILITY:

- The Venue Manager is accountable to the Treasurer and General Committee.

ESSENTIAL SKILLS:

- Demonstrated experience in a similar role.
- Strong skills in canteen, bar and functions operations.



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- Current RSA and RMLV qualifications (essential) – we do not have gaming so RSG is not required.
- High standards in customer service.
- High level of interpersonal, leadership and team skills.
- Ability to learn and adapt to an ever-changing environment.
- Professional presentation and strong communication skills.

DESIRABLE SKILLS:

- First Aid Certificate.
- “Food Safety Supervisor” Accreditation.
- Fire Extinguisher Training – Using Portable Fire Fighting Equipment.

I have read the above position description for Venue Manager and agree to carry out the responsibilities and duties of this position diligently and to the best of my ability.

Name

Signature

Date



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