



Duty Manager (Stadiums)

Classification:	Fitness Industry Award Level 6		
Date Reviewed:	June 2024		
Department:	Operations	Reporting to:	Venue Coordinator
Approved by:	General Manager Operations - Stadiums		

About South East Leisure

South East Leisure are a leisure management company based in the City of Greater Dandenong with a vision to enhance the health and wellbeing of our community by providing sustainable world class experiences.

We, at South East Leisure pride ourselves on being driven by our values:

CARE – We care about our people, our actions, and our outcomes

OPEN – We are honest, transparent, and respectful in our actions

FUN – We work hard, we have fun and celebrate our success

SUSTAINABLE – We provide commercially and environmentally sustainable outcomes

South East Leisure manage and operate the four major leisure facilities in the Greater Dandenong area:

- Dandenong Oasis
- Noble Park Aquatic Centre
- Springers Leisure Centre
- Dandenong Stadium

We are committed to building a team full of positive, hardworking, and adaptable superstars. In return for your passion and commitment, we will:

- Provide you with flexibility in your role – We are passionate about creating a healthy work life balance
- Encourage you to contribute to our social and environmental outcomes
- We are passionate about creating a positive social impact and are always exploring ways that we can implement environmentally sustainable improvements.
- We will always value and listen to your ideas into ways we can improve our programs, services and business.

About the role

The Duty Manager is responsible for ensuring the safe and effective operation of the venue, including identifying OHS risks. This role oversees the staff team and facility operations to ensure high-quality service and a well-maintained facility.



Key Responsibilities and Specialist Skills

- Ensure the venue is organised and setup for all bookings and activities to ensure smooth operation of events, competitions, functions and other venue bookings
- Support Stadium competition management
- Coordinate stadium and facility bookings
- Act as the Chief Warden
- Perform first aid as required
- Oversee café operations
- Perform cleaning, equipment, and maintenance duties
- Provide a high standard of service to all customers, following the organisations standards for achieving service excellence
- General administration of OH&S software within centre
- Induct, manage and oversee the onboarding and coordination of the contractors and suppliers on site as required
- Identify potential risks to safety and take steps to reduce those risks
- Lead and promote a positive safety culture
- Ensure the facility is clean and presentable at all times
- Maintain an understanding of programs and services across all facilities
- Complete administrative tasks
- Stay informed about all communications to ensure you are aware of and understand company policies, procedures, and updates.
- Processing financial transactions and end of shift reconciliations
- Lead and support staff team on site
- Other duties as required

Qualifications and Experience

- HLTAID011 – Provide First Aid.
- HLTAID009 – Provide cardiopulmonary resuscitation. (CPR)
- Current Working with Children Employee Check
- Satisfactory National Police Check (funded by SEL)
- Responsible Service of Alcohol (obtainable on appointment)

Desirable

- Food handling certificate
- Experience performing Duty Manager duties
- Understanding of risk management & basic OHS systems



Organisational Relationship/Context

Reports to

Venue Coordinator

Major contacts

Internal Liaisons

- Leadership team
- Internal staff team

External Liaisons

- Members and Patrons
- Contractors
- User Groups and Clients

Equal Opportunity

We support the provision of a work environment that is free from harassment, discrimination and bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community.

Safeguarding Children and vulnerable adults Commitment

SEL wants children and vulnerable adults to be safe, feel safe, happy, and empowered; we take all reasonable steps to ensure candidates are appropriately screened and to employ skilled staff to work with children and vulnerable adults and have zero tolerance for all forms of harm.



PHYSICAL REQUIREMENTS OF POSITION

POSITION TITLE	Duty Manager - Stadiums	DEPARTMENT	Stadiums
REPORTS TO	Venue Coordinator	DATE REVIEWED	11/06/2024

PHYSICAL REQUIREMENTS	Performed Frequently More than 2 hours per shift, or continually for 30 minutes.	Performed Sometimes Less than 2 hours per shift.	Rarely Performed Infrequent / ad-hoc
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks		✓	
Sitting		✓	
Walking / Standing	✓		
Driving Car			✓
Lifting / carrying (Light) < 10kg	✓		
Lifting / carrying (Heavy) > 10kg	✓		
Pushing / pulling (Light) < 10kg	✓		
Pushing / pulling (Heavy) > 10kg	✓		
Cutting (knife work)		✓	
Bending	✓		
Kneeling / squatting		✓	
Climbing (stairs, ladders, scaffold)		✓	
Exposure to hazardous substances / dangerous goods		✓	
Exposure to blood / bodily fluids / human waste		✓	
Exposure to dust / dirt		✓	
Stress – difficult customers		✓	
Stress – resolving conflict scenarios		✓	
Stress – tight deadlines		✓	
Stress – other (specify)			✓
Exposure to noise > 85dB		✓	
Exposure to wet environment (including working in pool water)			✓
Exposure to hot temperatures (up to 39°C)		✓	
Continuous concentration	✓		

MINIMUM PHYSICAL REQUIREMENTS	Yes	No
Ability to swim a minimum of 200 metres of a survival stroke		✓
Ability to team-lift a patient out of a pool during a rescue situation		✓
Ability to tow a patient for a minimum of 25 metres in a pool during a rescue situation		✓
Ability to perform Cardio Pulmonary Resuscitation (CPR) for an extended period of time	✓	
Sustained cardio-vascular training		✓

Declaration

It is essential to disclose any pre-existing illnesses, injuries, or conditions that may affect their ability to meet these physical requirements before employment or as soon as they become aware of them.