

## Position Description

<b>Job title:</b>	<b>Gatton Manager</b>
<b>Reporting to:</b>	<b>Operations Manager</b>
<b>Department:</b>	<b>Operations</b>
<b>Location:</b>	<b>Gatton</b>
<b>Direct Reports:</b>	<b>Venue Supervisor Customer Service Officers/Lifeguards Group Fitness Instructor Gym Supervisor Learn to Swim Instructor Personal Trainer Sport Official</b>

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### Purpose of the Position

The Gatton Manager is responsible for the leadership and operational management of the Gatton Fitness and Aquatic Centre. This role ensures the effective and efficient utilisation of the venue providing a consistent customer experience and access to a variety of services and programs underpinned by financial sustainability.

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### Key Responsibilities

- Delivery of the operational plan aligned with corporate strategy
- In conjunction with the Operations Manager, development and management of the operational plan and budget for the venue
- Ensure delivery of the Venues Aquatic Supervision Plan
- Compliance with statutory and internal compliance (auditing) functions within the venue
- Development of initiatives to utilise assets during non-peak periods to increase participation of key stakeholders in the venue
- Leadership, management and development of the Gatton team
- Developing and maintaining operational manuals, policies, and procedures to ensure the highest level of efficiency, safety and customer service for the venue
- Ensuring maintenance of all equipment for the venue
- Maintaining a positive profile for UQ Sport in the wider University community
- Leading, developing and supporting an organisational culture of positivity, accountability and success

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### Essential Qualifications

- Blue Card
- First Aid & CPR certificates
- RLSS Pool Lifeguard Certificate
- Pool Plant Operators Certificate

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### Essential Experience and Skills

- Previous venue management experience in the sporting & aquatic industry
- Demonstrated high level business and financial acumen

- Proven high-level customer service and sales skills
- Proven track-record in increasing program participation
- Demonstrated successful experience in managing and leading a team
- Proven ability to innovate and think outside the box to deliver results
- Demonstrated high-level relationship management skills
- Demonstrated personal initiative and ability to work autonomously
- Demonstrated high level of both written and verbal communication skills
- An ability to remain effective in an ever-changing environment
- Demonstrated effective conflict management and resolution skills
- Demonstrated ability to lead and manage a team to achieve business goals in a commercial environment
- Demonstrated ability to influence people at all levels of the organization

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## Essential Behavioural Competencies

- Passion for continuous learning and professional development
- Ability to develop meaningful relationships with internal and external stakeholders
- Demonstrated ability to create positive experience with customers, clients and colleagues
- Support, listen to, encourage, and collaborate with colleagues
- Consistent drive to take ownership of the position, plan and organise to deliver on promises
- Be a respectful and reliable team member
- Align behaviour with the UQ Sport values and guiding principles
- Communicate well with, and motivate your team
- Encourage team participation and performance
- Ability to professionally develop your team and provide avenues for advancement
- Initiative to identify problems and provide effective solutions
- Champion innovation, embrace feedback and strive to implement positive changes for continuous improvement
- Drive company vision, mission and business strategy within your discipline

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## Essential Health and Safety Responsibilities

- Visibly leading, modelling and communicating expected health and safety behaviours
- Communicating and consulting with workers on health and safety issues impacting the workplace
- Ensuring all workers are suitably licenced, trained and competent which also includes participating in meetings, training and other health and safety instructions
- Actively reporting workplace hazards, injuries and accidents arising from workplace activities and providing recommendations for corrective actions to prevent or minimise the chance of recurrence
- Complying with obligations under *Work Health and Safety Act 2011*