



Position Title:	Duty Manager
Work Area:	Corporate Services
Reports to:	Stadium Coordinator
Position Location:	155 Railway Terrace, Mile End, SA 5031.
Direct Reports:	Venue Assistant
Modified:	6 May 2021

About Netball SA:

Netball SA is the peak State Sporting Organisation for netball in South Australia and is affiliated with Netball Australia. Netball is the leading women's participation sport in Australia.

Netball SA is responsible for the governance, development, promotion, and administration of netball throughout South Australia and has the responsibility for servicing its 32,000 members, the operations of Netball SA Stadium and the running of its elite team, the Adelaide Thunderbirds.

As a professional sporting organisation with extensive community reach, Netball SA is committed to enhancing the reputation of the sport and communicating news of significance to members, fans, supporters, and the general public.

Netball SA's strategic plan includes the following Strategic Priorities which drive the business:

- Thriving People
- Grow our game
- Strong voice
- National success
- Government investment

Further information on Netball SA: <https://sa.netball.com.au/>

NETBALL SA VALUES



Primary Purpose of Position

The Duty Manager is responsible for excellence in customer service, leading a team of casual staff, ensuring the safety and efficiency of stadium operations and ensuring revenue is maximised at all events in the stadium.

This role's key duties include, staff supervision, client relationship management, venue management, food and beverage preparation and service, event entry and ticketing, cash handling, venue cleaning, facility maintenance, stock management and event set up and pack down.

Key Result Areas	Accountabilities and Responsibilities
<ul style="list-style-type: none"> Venue and Staff Management 	<ul style="list-style-type: none"> Responsible for the venue and customers during weekend and evening shifts Recognise and action appropriately response to incidents or emergencies Managing Incidents as required, including reporting. Set up and pack down the venue for functions and events Chief Fire Warden Outstanding staff supervision and leadership Able to provide support and mentor team members Mentor and grow your team members. Manage performance of direct reports and address any issues or under performance in a timely manner.
Customer Service	<ul style="list-style-type: none"> Ensure an exceptional level of Customer Service and supervision of all areas is maintained at all times Able to provide possible conflict resolutions to identified issues
Food and Beverage	<ul style="list-style-type: none"> Identifying opportunities to increase revenue and maximising second spend Food and beverage preparation including making coffee Service of food and beverage in café during events Service of alcohol including the possession of a Responsible Person (RP) badge Point of sale operations Operational management of Season passes and ticket box operations Stock replenishment Practice safe food handling and storage Cleaning as required
Strategic and Financial Management	<ul style="list-style-type: none"> Comply with NSA Financial Policy and Procedures. Provide accurate and timely reporting within deadlines. Ensure that all agreed strategies and key performance Indicators and key behavioral indicators are achieved.
Other duties	<ul style="list-style-type: none"> Any other duties with the employees capabilities and which is reasonable to expect the employee to undertake as directed by management from time to time.
Work Health and Safety	<p>Your duties are to:</p> <ul style="list-style-type: none"> Comply with all Netball SA policies, procedures, and relevant legislation. Comply with all reasonable instructions from managers in relation to health and safety. Take reasonable care of your own health and safety. Ensure your actions or omissions do not adversely affect the health and safety of other persons. Report any hazards, near misses and incidents to your manager and complete the required formal report mechanism. Complete relevant health and safety training, as required. Comply with the Netball SA policies and procedures which set out governance standards and manage risks for our organisation. You are responsible for being aware of and

complying with the policies and procedures.

Qualifications, Skills & Experience Required:

- Previous experience in a similar role or similar organisation
- Outstanding communication skills
- Strong attention to detail and organisational skills
- Food Safety Level 1
- Manual Handling Certificate
- Responsible Service of Alcohol
- Responsible Person Badge
- Barista
- Working with Children Check
- Drivers Licence
- Must be available weeknights and during the day on weekends. Occasional day shifts.

Acknowledgement

I ACKNOWLEDGE that I have read and understand the responsibilities and expectations as set out above.

Signed by Employee:

Name of Employee:

Date:

Signed by Department Manager:

Date: