

YMCA POSITION DESCRIPTION – CENTRE MANAGER

Position Title	Centre Manager		
Group	Fitness and Recreation		
Modern Award:	Fitness Industry Award 2010		
Classification Level:	Level 7		
Position Status	Fixed-term	Child Facing Role	Blue Card Required
		✓	✓
Safeguarding Classification	Child-Facing Position (CF)		
Employment Screening	National Police Check; and Working with Children Check (Blue Card)		
Reports to:	Centre Manager or other person who may from time to time be nominated		
Supervises:	All Centre Staff		

Industry Sector

The YMCA operates several multi-purpose fitness, aquatic and recreational Centres that seek to value add to the communities they function in through providing opportunities for all individuals to grow in body, mind and spirit. We aspire to deliver exceptional customer service and highly engaged staff in the provision of programs that focus on health, fitness and recreation for people of all ages and abilities. We have a broad range of inclusive programs including: personal and group training; community well-being; aquatics; gymnastics; vacation care; indoor sports.

Position Summary

The Southern Downs Regional Council has engaged the YMCA to manage the Warwick Indoor Recreation and Aquatic Centre (WIRAC) operations. The Centre Manager position is responsible for all aspects of the WIRAC operations, to carry out the day to day performance of services including administration, sales, aquatics, pool plant and equipment, fitness, programming, stadium sports, child minding and risk and facilities management. Manage all day to day operations and oversee department managers, through the provision of high quality customer service to achieve planned outcomes and targets. Ensure consistent, quality and timely delivery of services to members at all times through supervision of staff, programs, facilities and procedures. Provide leadership and exhibit appropriate role model behaviours.

Duties and Responsibilities

1. Operations Management

- 1.1 Manage the Aquatic, Recreational and Fitness Facility to promote the delivery of a high quality, innovative, community centre in accordance with the YMCA Mission Statement and plan;
- 1.2 Develop, monitor, build, and implement relevant aquatic, recreational, fitness and health related programs that appeal to target markets, to generate viable and sustainable business;
- 1.3 Maximise the full potential of all facility areas by programming community activities that will be beneficial to the achievements of the overall goals of the YMCA;
- 1.4 Lead and supervise the team to drive the programs and departments in line with business objectives;
- 1.5 Communicate and consult with Southern Downs Regional Council in accordance with the requirements of the contract with the YMCA;
- 1.6 Conduct regular meetings with WIRAC Heads of Department to manage achievement of objectives, compliance and communication;
- 1.7 Manage, oversee and deliver on all administrative requirements relating to the centre's operations and in accordance with approved YMCA policy and procedures;
- 1.8 Assist in the development, implementation and monitoring of a KPI process to identify and manage opportunities for improvement;
- 1.9 Prepare and deliver monthly and annual operations reports for council as per Management Agreement;
- 1.10 Have a full understanding of the management agreement between YMCA and SDRC.

2. Financial Management

- 2.1 Manage the financial performance of the Centre, to adhere to budget, and achieve financial goals and target;
- 2.2 Analyse, identify, process and track invoices relating to the management of the facility, ensuring they are in line with budget and internal YMCA reporting protocols;
- 2.3 Prepare and monitor an annual expense and capital expenditure budget for the Centre;
- 2.4 Develop and implement intervention strategies to keep actual financial performance in line with budget;
- 2.5 Lead and direct the team for monthly post-evaluative process of analysing I&E's (income and expenditure) with holistic management of the financial performance of the Centre and their area of operation;
- 2.6 Ensure accurate and timely entry of stock and price data into the point-of-sale management system;
- 2.7 Ensure all financial transactions are conducted accurately, that errors are closely monitored and investigated immediately, taking appropriate corrective action when necessary.

3. Staff Management

- 3.1 Efficiently and effectively manage human resources within the Centre;
- 3.2 Manage the optimal allocation of hours and rosters, oversee all staff hours, and publish in accordance with the industry award and YMCA procedure;
- 3.3 Authorize rosters and ensure coordinators are authorizing timesheets on a daily basis;
- 3.4 Manage rosters to ensure no overtime is accrued or authorized unnecessarily;
- 3.5 Run reports at the end of each pay period to manage and minimize overtime, and approvals are in accordance with the award;
- 3.6 Manage and oversee the induction process for new employees, undertake staff appraisals annually and in accordance with YMCA HR policies and procedures;
- 3.7 Provide counselling and on the job training as required and keep detailed file notes and records of underperforming staff;
- 3.8 Ensure that employees within the area of operations understand and maintain the quality system and ensure that procedures and instructions are complied with;
- 3.9 Maintain currency of all qualifications necessary to fulfil the requirements of the position;
- 3.10 Promote and represent the YMCA at an industry or sector level as required.

4. Customer Service

- 4.1 Manage the delivery of customer service to the highest of standards and in accordance with the YMCA values;
- 4.2 Ensure quality control, deal with complaints in a timely and professional manner.

5. Business Development

- 5.1 Review, research and implement programs that appeal to the local community and population demographic, to increase market share;
- 5.2 Lead the development and implementation of viable and profitable programs that broadly engage the community;
- 5.3 Identify, plan and implement strategies to achieve constant improvement in membership numbers and revenue including innovative ways to market the facilities, and remaining aware of competitor developments and activities;
- 5.4 Assess member feedback to refine and improve all operations including the documentation, investigation and management of any service failure or complaint so as to minimize harm to the business;
- 5.5 Initiate sales calls with potential and existing users of the YMCA Centre, including the development and presentation of sales proposals to increase numbers.
- 5.6 Ensure all sales enquiries are followed up, recorded, in a systematic and disciplined manner with all contact and communications details recorded in the YMCA CRM system;
- 5.7 Co-ordinate marketing activities and relationship strategies for all industry sectors and agencies with whom the YMCA Centre has agreements, networks and partnerships;
- 5.8 Engage and consult with local schools, community organizations, sporting groups and the public to identify opportunities for the Centre to meet local community needs.
- 5.9 Implement contemporary sales and marketing techniques, including e-business methods, to increase awareness of the YMCA Centre.



6. Marketing

- 6.1 Proactively promote and market the WIRAC and all programs, activities and initiatives;
- 6.2 Develop, implement and monitor marketing plans and budgets based on performance indicators for YMCA Fitness & Recreational operations. Monitor income and expenditure in accordance with the approved budget;
- 6.3 Promote the development of media stories positively promoting the Centre and the YMCA;
- 6.4 Continually review and maintain the marketing collateral, ensure it is current, relevant and in line with YMCA marketing strategy;
- 6.5 Develop and proof copies of advertisements as necessary, flyers, brochures, media releases, web site and other marketing materials;
- 6.6 Ensure that the Centre Facebook page is updated daily with relevant posts that engage and educate the member base.

7. Facilities Management

- 7.1 Devise and manage a suitable preventative Maintenance Plan for all facilities, plant and equipment including responding promptly to report observed damage or faults;
- 7.2 Oversee all routine maintenance, and repairs;
- 7.3 Ensure water quality is maintained within industry guidelines and reporting requirements for council;
- 7.4 Manage all pool plant operations and report maintenance issues in a timely manner to council
- 7.5 Ensure orderly arrangements for car parking, suitable presentation of the car park area, building common areas and grounds;
- 7.6 Induct and oversee all maintenance contractors for the facility and provide advice and feedback to YMCA management;
- 7.7 Undertake and document regular inspections of all the building and facility;
- 7.8 Ensure the tidiness and cleanliness of the Centre at all times. Meet regularly with the contract cleaning company to ensure a high standard is maintained.

8. General

- 8.1 Actively contribute as a member of the YMCA Leadership team and participate in meetings;
- 8.2 Be on call during business and outside business hours in order to address any issues and/or emergency situations;
- 8.3 Coordinate miscellaneous projects as needed, or as directed by senior staff.

Safeguarding Children

1. SAFEGUARDING CHILDREN REQUIREMENTS

The status for your position as either child-facing or non-child-facing is outlined on page one of your position description. The YMCA has requirements for both child-facing and non-child-facing roles which are indicated below.

Child-Facing Roles

- 1.1 Declare anything you become aware of through the course of your engagement with the YMCA which a reasonable person would consider could impede your suitability to have contact with children and young people;
- 1.2 Act as an extended guardian towards children and young people where you have interactions and at all times take reasonable steps to prevent abuse and neglect;
- 1.3 Adhere to all policies and procedures relating to safeguarding children and young people and the Safeguarding code of conduct;
- 1.4 Update your details whenever these change, with the relevant department administering the working with children check or equivalent in your state/ territory of residence, as required by applicable laws;
- 1.5 Complete a Working with Children Check (Blue Card) prior to commencement and maintain currency throughout employment;
- 1.6 Complete a National and/or International Police Check prior to employment and at the discretion of the YMCA;
- 1.7 Report any suspicions, concerns, allegations or disclosures of alleged child abuse/ neglect in line with procedures;
- 1.8 Participate in safeguarding children and young people training as directed;



Non-Child-Facing Roles

- 1.9 Participate in safeguarding children and young people training as directed
- 1.10 Use standardized methods for receiving and responding to feedback and complaints from children, young people and their families;
- 1.11 Any new program initiatives are to include consultation with children and young people, using standardized practices and resources;
- 1.12 Maintain a working knowledge of policies and procedures relating to safeguarding children and young people;
- 1.13 Attend any other training legally mandated by your role in relation to safeguarding children and young people;
- 1.14 Actively promote cultural safety for children and young people from CALD, ATSI, LGBTQIA+ communities and those with disabilities.

General

2. GENERAL REQUIREMENTS

- 2.1 Support the management of a workplace that supports diversity including gender, cultural and generational diversity; provide equal employment opportunity and foster a respectful, inclusive workplace;
- 2.2 Comply with all Policies and procedures
- 2.3 Maintain confidentiality of all YMCA information, records and files;
- 2.4 Complete the YMCA Induction and other required training as required by organizational policy and procedures;
- 2.5 Uphold, promote and comply with the policies, mission and values of the YMCA;
- 2.6 Any other duties as determined by the Chief Executive Officer as required.

Health and Safety

3. WHS RESPONSIBILITIES FOR ALL EMPLOYEES / VOLUNTEERS

- 3.1 Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation;
- 3.2 Be familiar with the YMCA WHS Policy and other health and safety policies, procedures and requirements;
- 3.3 Accept responsibility and accountability for compliance and cooperation with all WHS policies, procedures and practices established by the YMCA;
- 3.4 Report all hazards, near-misses, incidents and injuries in accordance with organization policy and procedures;
- 3.5 Wear appropriate clothing, footwear and protective equipment for the work performed and work environment;
- 3.6 Properly use equipment, including any relevant safety equipment or devices;
- 3.7 Participate in discussions and consultation on the management and resolution of WHS risks;
- 3.8 Accurately complete all required WHS documentation relevant to position and work activities being undertaken
- 3.9 Continually monitor the workplace for hazards so as to minimize the risk to both customers and staff;
- 3.10 Make suggestions for improvements to health and safety practices within the workplace;
- 3.11 Take reasonable care for your own health and safety and that acts or omissions do not adversely affect the health and safety of others;
- 3.12 Comply with any reasonable instruction that is given by the YMCA for ensuring health and safety.

Key Physical Requirements

1. Walking / standing – Frequent
2. Sitting – Constant
3. Squatting/ bending/kneeling – Frequent
4. Working outdoors – Occasional
5. Fine motor skills (keying, typing) – Constant
6. Gross motor skills (e.g. setting up, packing up) – Frequent
7. Lifting/carrying up to 10kg – Frequent

(Key = Occasional 1-33%, Frequent 34-66%, Constant 67-100%)



Position Requirements / Selection Criteria

1. Tertiary qualifications in business or leisure/sports management, and or related field is preferred;
2. Minimum of 5 years aquatics operations management experience, including financial, pool plant operation and management responsibilities;
3. Financial management skills, including preparation, management and reporting of budgets;
4. Experience using systems including; customer relationship management, financial management;
5. High level sales and marketing experience, encompassing client relationship management, sales prospecting, sales management, product presentation and marketing;
6. Proven capacity to establish networks and build positive relationships with a wide variety of stakeholders;
7. Proven ability to develop and manage customer relationships;
8. Demonstrated results orientation, sound judgement and problem solving ability;
9. Excellent management, communication, negotiation and influencing skills;
10. Demonstrated Leader with staff management, supervision, performance management, and training and development skills;
11. High level of written and verbal communication skills including proven ability to write reports, and communicate effectively with diverse groups as well as internal and external clients and/or stakeholders;
12. Demonstrated ability to effectively manage financial processes and maintain budgets;
13. Proven ability to work autonomously and/or as part of a team and to prioritise, schedule and perform tasks to meet schedules and quality standards;
14. Strong organisational and time management skills; ability to multi-task;
15. Capable of operating effectively in a high pressure environment;
16. Ability to handle, in a professional manner, queries, complaints and any difficult situations which may arise;
17. Proven commitment to delivering and improving the customer service experience;
18. Willing and able to work flexible hours as determined by the business and requirements of the Centre;
19. Proven experience and ability to manage the maintenance requirements for a multi-faceted facility;
20. Demonstrates alignment and commitment to the mission and values of the YMCA.

Qualifications

21. Current Pool Operators Certificates (Royal Lifesaving Australia);
22. Current Provide First Aid and CPR Certificates;
23. Current Open Drivers Licence;
24. Possess, or be willing to obtain, a positive notice Blue Card in accordance with the Working with Children (Risk Management and Screening) Act 2000;
25. Complete a National and/or International Police Check prior to employment and at the discretion of the YMCA;
26. Applicants who have worked overseas in the ten years prior to commencement with the YMCA must provide an International Criminal History Check;
27. Achievement of YMCA's Safeguarding Children Training Certificate and complete annual refresher training.

Approval

Date Position Description Revised:	January 2020
Position Description approved by:	Chief Executive Officer
Date of Approval:	

