

Job Description

Current as at: 27/05/2019

ASSISTANT CENTRE MANAGER - PROGRAMS
YMCA VICTORIA POINT

POSITION LEVEL	Full Time - Fitness Industry Award 2010
REPORTS TO	Centre Manager, or other person, who may, from time to time, be appointed.
SUPERVISES	<ul style="list-style-type: none"> • Program Coordinators • Gymnastics staff, Programs Reception staff, Aquatics staff, Kids Club Staff and Vacation Care staff in the absence of responsible Program Ccoordinator • All centre staff in the absence of the Centre Manager
POSITION SUMMARY	Working alongside the Centre Manager and as part of a team providing a wide range of services, this position is responsible for ensuring the efficient and effective daily Centre operations of the YMCA Victoria Point Fitness and Recreation Centre.
PRIMARY RESPONSIBILITIES	<p>1. Programs Management and Centre Operations</p> <p>1.1 Research, develop, implement, maintain and evaluate innovative and quality community recreation programs in accordance with the YMCA Mission Statement and in liaison with respective coordinators;</p> <p>1.2 Effectively oversee and manage the YMCA Vacation Care, Gymnastics, Aquatics programs and Kids Club, through the associated Coordinators;</p> <p>1.1 Assist the Centre Manager in managing and reporting on the operational, budgetary, and financial responsibilities and activities of the Centre as instructed;</p> <p>1.3 Create and sustain synergy in the programs area between the various programs run in the Centre;</p> <p>1.4 Periodically review and evaluate programs in liaison with the Centre Manager;</p> <p>1.5 Liaise with and identify cross promotion opportunities between departments;</p> <p>1.6 Develop and maintain the culture in the programs area that displays positive, effective and open communication and a clear link between the programs that we offer;</p> <p>1.7 In the absence of an appointed coordinator, undertake the roles of the expected coordinator of that program;</p> <p>1.8 Ensure that re-enrolment strategies are put into place for programs at the end of each term and Coordinators are meeting budget KPIs;</p> <p>1.9 Ensure the YMCA Vacation Care program is meeting the governing body regulations and to stay up to date with new regulations and implement changes as required.</p> <p>1.10 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;</p> <p>1.11 Develop and implement marketing and promotional strategies and material in consultation with the Coordinators and Centre Manager and assist with those activities as required;</p> <p>1.12 Create internal and external promotional material (posters/signage) appropriate to Centre promotions / activities in consultation with the YMCA Fundraising and Marketing department;</p> <p>1.13 Actively liaise with and build effective relationships with patrons, families, schools and sporting groups;</p> <p>1.14 Strengthen and maintain existing community relationships and develop new community partnerships;</p> <p>1.15 Ensure effective communication and relationship building with key stakeholders.</p> <p>2. Centre Administration and Customer Service</p> <p>2.1 Ensure superior customer service standards are met at all times and all duties and responsibilities are being undertaken in a timely, efficient and professional manner;</p> <p>2.2 Ensure Coordinators and staff are making follow up calls to all members as required, contact non-attending members and any other calls which may be required;</p> <p>2.3 Undertake general reception duties, including answering phone calls and emails and take messages or pass on calls, if necessary;</p> <p>2.4 Ensure accurate information is provided to customers on all aspects of Centre activities and services at all times;</p> <p>2.5 Accurately process all transactions relating to the Centres services/products through the Links POS system;</p> <p>2.6 In consultation with the Centre Manager undertake stocktake including ordering and re-ordering of stock;</p> <p>2.7 Complete the daily Cash Reconciliation and Banking Details when required and ensure that reception staff have completed this when required;</p> <p>2.8 Undertake, develop and monitor general programs reception duties;</p> <p>2.9 Develop and implement programs customer service procedures that will ensure efficiency and accuracy;</p> <p>2.10 Develop and update work instructions as required;</p> <p>2.11 Ensure only current signage is on display throughout the centre.</p> <p>2.12 Control, monitor and follow-up all outstanding program fees in a timely manner and report results to the Centre Manager on a weekly basis;</p>

- 2.13 Ensure that bookings are correctly entered into the links system;
- 2.14 Complete daily cash reconciliation and banking details when required;
- 2.15 Ensure daily travel paths are completed and submitted to Centre Manager at the start of the week;
- 2.16 Undertake all administrative and clerical tasks relating to the position and in accordance with approved YMCA policy and procedures;

3. Staff Coordination

- 3.1 Assist the Centre Manager in the compilation of staff rosters and ensure staff rosters are published at least 2 weeks in advance and ensure efficient staff: student ratios are maintained at all times;
- 3.2 Oversee the management of the YMCA Programs and assist the associated Coordinators to appoint and develop the appointed instructors and coaches;
- 3.3 Assist the Centre manager in the optimal allocation of staff hours and rosters, oversee all staff hours, and publish in accordance with the industry award and YMCA procedures;
- 3.4 Assist the Centre Manager in managing, authorising and auditing rosters and timesheets to ensure no overtime is accrued or authorised unnecessarily;
- 3.5 Assist the Centre Manager in conducting staff performance appraisals annually and provide on-going review and feedback to all staff on performance and behaviour;
- 3.6 Provide coaching and training to staff in order to empower and equip staff to perform their duties to the best of their ability and in accordance with YMCA systems and procedures;
- 3.7 Assist the Centre manager in undertaking inductions and regular training and development activities for current and new staff members and monitor their performance on a regular basis and provide feedback to the centre manager;
- 3.8 Ensure staff are qualified and experienced and maintain their qualifications to undertake their roles.

5. General:

- 5.1 In the absence of the Centre Manager, step up into the Centre Manager’s role and oversee all administrative functions which form part of the duties of the Centre Manager;
- 5.2 Maintain the work environment so as to minimise risk to both customers and staff;
- 5.3 Ensure open and/or close of the facility according to set out procedures and reception roster;
- 5.4 Maintain effective lines of communication to ensure compliance with centre policies at all times;
- 5.5 Report identifiable risk so that immediate action can be taken;
- 5.6 Comply with the YMCA’s Occupational Health and Safety Policies and Procedures, including those relating to your specific role as found in the OHS Management: Roles and Responsibilities document;
- 5.7 Maintain confidentiality of information of YMCA records and files for staff and clients;
- 5.8 Maintain the Quality System and report any deviations from the intended system;
- 5.9 Uphold and promote the policies and mission of the YMCA of Brisbane including compliance with all practices in the “YMCA Quality Manual”;
- 5.10 Be aware of and implement the YMCA’s Safeguarding Children and Young People Policy;
- 5.11 Continually monitor the cleanliness, safety, security and presentation of the Gym/Centre in conjunction with all other staff;
- 5.12 Any other duties as determined by the Chief Executive Officer or other nominated manager from time to time.

SELECTION CRITERIA

- Qualifications
- Experience
- Behaviour Attributes

Essential:

- 1. Extensive experience in a Assistant Centre Management position or other relevant experience in a management role;
- 2. A demonstrated understanding of gymnastics, vacation care and learn to swim management;
- 3. A demonstrated understanding of facility operations and knowledge of the user groups;
- 4. Demonstrated ability to work both autonomously and as part of a team with a demonstrated ability to effectively lead a team including supervising and motivating staff;
- 5. Demonstrated excellent communication, interpersonal and customer liaison skills;
- 6. Proven ability to propose, implement and follow through with ideas;
- 7. Thorough understanding of computer software and point of sale packages;
- 8. Demonstrated knowledge of basic accounting principles and procedures;
- 9. Current First Aid & CPR certificates;
- 10. Willingness to obtain an ACF Safeguarding Children Certificate;
- 11. Possess, or be willing to obtain, a Police Check Certificate or positive notice Blue Card in accordance with the Working with Children (Risk Management and Screening) Act 2000.

Desirable:

- 1. A qualification in Sports Management or other relevant qualification

Authorized by: _____