



Operations Manager

About Us

Brothers Leagues Club (Cairns) Ltd. is a not-for-profit organisation, incorporating Fuller Sports Club and Toogood Sports Club. Our organisation has a workforce of approximately 115 employees and is committed to providing community support as well as an unparalleled level of service and facilities to our loyal members. Patrons can enjoy the friendly community vibe through fantastic dining options, membership promotions, bingo, raffles and on-stage entertainment.

About the Position

A vacancy now exists for an Operations Manager to join Brothers Leagues Club based at Anderson Street, Cairns. Reporting to the Group General Manager, the Operations Manager holds a key leadership role in the organisation and is responsible for the operational functions, coordinating and supporting of the Club at Anderson Street, ensuring superior levels of service are being met at all times. This includes effectively allocating work to and supervising employees in all frontline areas of the Club as well as maintaining and complying with all safety, inventory and equipment procedures, in particular:

- Responsible for the day to day operations of the Club at Anderson Street by ensuring all areas are running as efficiently and as cost effectively as possible, without compromising experience;
- Accountable for driving and delivering excellence within the Club whilst ensuring optimum customer and employee experience with a focus on performance, compliance, inventory, costs and people management;
- Cultivating an engaged, motivated and high performing service and experience oriented team of people who strive for excellence;
- Ensuring that all stock requirements for the Club are maintained and efficiently stored;
- Ensuring the Club is maintained in a safe and efficient manner, identifying and prioritising repairs.
- Ensuring legal and legislative compliance i.e. Registered Clubs Act, Liquor Award, Gaming Machines Act and Workplace Health and Safety.

The Successful Applicant Criteria

- You will be friendly and approachable, demonstrating excellent communication skills both written and verbal, with a practical consultative manner.
- You will possess impeccable attention to detail and extremely efficient planning and organisational abilities.
- You will excel in both creative and analytical thinking with a strategic focus.
- You are energetic, capable of driving change, and driven to succeed within a fast paced environment, with the ability to operate autonomously, and have a confident approach with strong business acumen.
- Demonstrated experience and knowledge in hospitality industry and the demands required.
- Strong leadership and people management experience focusing on delivering hospitality outcomes.
- Impressive financial metrics and analytical skills.
- The ability to take initiative, find solutions and implement them with confidence, with a hands on approach.

Essentials

- It is essential that you hold a current police clearance, RSA, RSG, RMLV, Approved Managers License and have a thorough understanding of the operations of a licensed gaming Club, with a minimum of five years hospitality experience in a management position.
- Flexibility to work a rotating roster, including night, weekends and public holidays
- Sound computer skills with good knowledge of MS Excel
- Completed or nearing completion of a recognised hospitality management course
- Eligible to work in Australia.

Benefits

On offer is a permanent opportunity in a beautiful part of the world with a progressive organisation in a exciting, supportive and flexible working environment. Remuneration will be negotiated pending demonstrated experience and in line with Industry Standards. If this sounds like the opportunity that you have been waiting for, please submit your cover letter addressing the Successful Applicant Criteria and resume to employment@brotherscairns.com.au . Applications close 18 September 201. Only short-listed applicants will be contacted.