

Duty Manager - Redcliffe Leagues Club

Visit our website: www.redcliffeleagues.com.au

Redcliffe Leagues Club is seeking the services of an experienced and professional **Duty Manager** to join its team. As a hands-on role, this position is integral in ensuring the smooth running of the Club, the management of staff, ensuring the delivery of exceptional customer service and promoting the vision and values of Redcliffe Leagues Club.

Redcliffe Leagues Club has a proud history and strives to maintain the standard of being the premier hospitality venue in the Moreton Bay region. Redcliffe Leagues Club is home to over 200+ staff & 38,000 members. It offers a 250 seat Brasserie, Coffee shop, Wood fire Pizza outlet, Bars, Gaming and live entertainment that are busy and vibrant areas within the Club.

The Club is integrally linked to the mighty Redcliffe Dolphins.

About the Role

- Reporting to the Operations Manager, the Duty Manager is responsible for ensuring the highest level of customer satisfaction and service quality within the Club.

Key Responsibilities

Our Duty Managers are responsible for:

- The efficient management of the day-to-day operation of the Club's facilities;
- The delivery of exceptional standards throughout the Club including Customer Service, Club presentation and service provision;
- The leadership, management, motivation and mentoring of the frontline team;
- Conflict resolution and complaint handling;
- The management of HR issues whilst on shift;
- The performance management of staff;
- Ensuring operational compliance with relevant industry legislation including the Registered Clubs Act, the Work Health & Safety Act and applicable Awards;
- Ensuring that Club policies & procedures are maintained

The ideal candidate for this role will have:

- Previous experience in a similar role (preferred, not essential);
- Strong competencies in report writing;
- Strong communication skills;
- An understanding of the Registered & Licensed Clubs;
- The ability to lead and motivate staff;
- The ability to maintain and improve current standards;
- The ability to remain calm under pressure, multi-task as required & solve problems in a professional & timely manner;
- An eye for detail and presentation;
- A Certificate IV or above in Hospitality or Leadership & Management (preferred)

To be the successful applicant you must have:

- A current QLD RSA & RCG certificate;
- An excellent reliability and punctuality record;
- An approachable nature with a collaborative attitude to problem solving;
- A big and friendly smile;
- Strong interpersonal skills;
- The ability to work a rotational roster & work as part of a close-knit team

If you feel you **meet the above criteria and are ready to take on a new challenge**, please submit your resume & your expression of interest explaining why you believe you would be a suitable candidate

Applications close **30 November 2017**

Please Note: Only short listed candidates will be contacted. We thank you for your understanding with this decision.