



POSITION DESCRIPTION

POSITION TITLE	DARWIN SQUASH CENTRE MANAGER
POSITION TYPE	MANAGER
SALARY	\$70,000-\$80,000 PER ANNUM PLUS SUPERANNUATION (determined by experience)
LOCATION	DARWIN SQUASH CENTRE (DSC), MARRARA
TENURE	FULL-TIME PERMANENT (38 hours per week)
REPORTS TO	SQUASH NT BOARD
PROBATIONARY PERIOD	Six (6) month period

ROLE OVERVIEW

The Darwin Squash Centre is a key asset to assist in achieving Squash NT's (SNT) aim to support and grow the sport of squash in Darwin and the NT.

The purpose of the role is to manage the Darwin Squash Centre business, through the delivery of quality services, to support and grow participation in the sport and development of the venue. The Manager is responsible for the commercial performance of the DSC – such as running a profitable squash pro shop, event delivery, staffing of operations – as well as supporting the culture of the squash community and promoting the sport in the wider community.

As the DSC is the face of squash in Darwin, the manager must provide exceptional customer service to the Darwin squash and greater communities. It is important for applicants to know that the Manager is required to work four nights per week and Sundays (during wet season) to align with DSC's busiest hours.

DUTIES AND RESPONSIBILITIES

1. Facility Operations

Ensure the effective operations of the DSC through:

- Business Management:
 - Reporting to the Squash NT Board on commercial matters, key performance areas and indicators affecting the Darwin Squash Centre.
 - Liaising with accountants, auditors and other professionals in relation to business operations.
 - Developing an Annual Business Plan for endorsement by the SNT Board.
 - Recruiting, training, and managing facility staff.
 - Maintaining the records management systems.
- Customer Service:
 - Providing high quality customer service to all who use the facilities.
 - Engaging supporting clubs (e.g. Darwin Squash Association and NT Masters Squash Association) in the running of their regular and one-off events.
- Facility Upkeep:
 - Overseeing the facility maintenance procedures, ensuring the facility is functioning at an international facility standard.
- Event Management:
 - Ensuring the effective running of all facility activities, including competitions, events and other patronage.
 - Working with stakeholders to deliver high quality events and functions.
- Risk Management:
 - Overseeing the implementation of policies, procedures and safety regulations.
 - Ensuring the DSC is a child safe organisation.
 - Ensuring staff, members and patrons comply with the appropriate legislation, including those related to alcohol sales within the Darwin Squash Centre, smoking, Work Safety and other relevant regulations.
 - Proactively identifying DSC risks and creating remediation strategies to minimise impact on operations.
 - Ensuring six (6) monthly inventory checks on all equipment and assets

2. Facility Promotion

Identify and implement opportunities to increase income streams and venue usage through:

- Effective Marketing:
 - Developing and coordinating creative marketing plans.
 - Managing the DSC's social media presence.
 - Coordinating off-property promotion events for the facility and its potential uses.
 - Developing and managing special promotions.
- Program-based initiatives:
 - Overseeing business promotion offers and programs that build membership.
 - Establishing and managing new events (both Squash specific and others).
- Sponsorship development:
 - Building sponsorship base and overseeing sponsor servicing.
Specifically:
 - Venue Sponsor – Naming Rights
 - Court Sponsors
 - Event/Championship Sponsors
- Stakeholder engagement:
 - Building relationships with other businesses for the promotion of the centre.
 - Creating opportunities to work with other business.

3. Other duties

- Liaise with NT Government and Government Corporations as required for squash operations in the Northern Territory.
- Liaise with Squash Australia and state governing bodies for squash as required for squash operations in the Northern Territory.
- Undertake additional tasks as directed by the Squash NT Board.

EXPERIENCE AND QUALIFICATIONS

Essential

- ✓ Proven experience managing a sporting facility, and/or a small to medium commercial business.
- ✓ Proven marketing and business generating skills.
- ✓ Excellent oral and written communication skills.
- ✓ Responsible Service of Alcohol certificate and the willingness and ability to act as the license nominee.
- ✓ Current Working with Children clearance – Ochre Card.
- ✓ Appropriate Sports Integrity Australia Training (may be obtained during the first month of employment).
- ✓ Current first aid certificate (may be obtained during the probationary period).
- ✓ Strong ability to work as part of a team and lead staff.
- ✓ Ability to work out of hours, weekend and public holidays as required.

Desirable

- o An appropriate tertiary qualification in Business management, and/or Marketing or proven management experience.
- o An understanding of Work Safety in relation to a sporting facility.
- o Experience in developing and reviewing quality assurance systems and procedures.
- o Proven ability to manage best practice and innovative solutions to planning, management, financial and operational issues.

