

<b>Position Title</b>	Venue Manager	<b>Department:</b>	Hospitality
<b>Level:</b>	Salaried	<b>Primary Location:</b>	26 Dunstan St, St Arnaud VIC 3478
<b>Reports to:</b>	Clubs Manager	<b>Updated:</b>	October 2024



## Organisational Context

Bendigo Stadium Limited (BSL) manages and operates Red Energy Arena, Borough Club, and the St Arnaud Sporting Club. As an organisation we pride ourselves on being a world class sports and entertainment centre, delivering a community focused hub through various sports codes, entertainment events, business functions and family moments.



Red Energy Arena is the home of the Bendigo Basketball Association, Bendigo Braves, Bendigo Spirit and Phantoms Volleyball Club.

## Primary Purpose

Reporting to the Clubs Manager, the Venue Manager will lead a team in delivering outstanding experiences:

Key result areas include:

- Provision of excellent customer service to deliver world class experiences every time
- Leading and developing a team of staff to deliver on key result areas
- Embedding an inclusive people culture of engagement, development, innovation and integrity
- Living the organisational values and behaviours, and embedding them within the team
- Financial performance of beverage and gaming departments, including wages
- Budgetary skills; preparation, interpretation and implementation
- A sound understanding of the Victorian gaming industry

**Direct Reports**

Duty Managers, Gaming Supervisors, Bar & Gaming Attendants; Kitchen staff

**Key Result Areas**

Key Result Area	Responsibility	Measure
<b>Business Growth</b>	<p>Driving growth and achieving budgets across food, beverage and gaming departments.</p> <p>Preparation of Monthly leadership reports.</p> <p>Financial reports have been reviewed monthly to implement an action plan to achieve budgets.</p> <p>Best practice stock management systems, including associated reporting of discrepancies, have been embedded amongst the team and communicated effectively.</p> <p>Monitor and manage supplier agreements, ensuring partnerships are amplified, in collaboration with the Clubs Manager and the Corporate Services Manager.</p> <p>Regular pricing reviews for food and beverages in conjunction with Clubs Manager.</p> <p>Establish, review, and maintain financial procedures to control finances, ensure transparency, and appropriate authorisation process.</p> <p>Review working roster, stock levels, promotions and activities to ensure adequate staffing, resources and communication for the shift. Coordinate with Duty managers / supervisors / kitchen team on these procedures.</p> <p>Rostering systems are monitored closely to achieve labour cost budgets.</p>	<p>Understand strategic direction and vision, and role in achieving it.</p> <p>Expenditure is within the agreed budget.</p> <p>Rigid processes are implemented to monitor financial performance goals.</p> <p>All contracts are reviewed frequently.</p> <p>Wages processes to monitor spending.</p> <p>Reports implemented to meet goals.</p> <p>Stocktakes are accurate and completed on time.</p> <p>Price increases are aligned to CPI.</p>
<b>Execute With Excellence</b>	<p>Experiences are best in class and exceed expectations in timeliness, quality, and professional friendly service.</p> <p>Customer service meets expectations within all order taking, greetings, prompt service, general waiting duties and handling customer queries.</p> <p>A high standard of cleanliness, professionalism and presentation throughout the venue is achieved.</p> <p>Increase membership participation through promotional offers, and collaboration with Clubs Manager and the Marketing Manager.</p>	<p>Effective communication at all levels.</p> <p>Venue Manager shifts to be included in Duty Managers/Supervisor's master roster.</p> <p>Regular meetings with key stakeholders.</p> <p>Training calendar implemented.</p>

	<p>BSL systems and processes are of the highest standards with training achieved for all team members.</p> <p>Regular Gaming and Alcohol training completed meeting compliance regulations, including relevant certificates of all staff, collaborating with Risk &amp; Compliance Manager.</p> <p>Risk Analysis tools, processes, and management plans are implemented to mitigate risks, collaborating with the Risk &amp; Compliance Manager.</p> <p>Incident reports/risks are all documented and communicated through Op Central by the completion of shifts.</p> <p>Health and safety policies and procedures are compliant, collaborating with the Risk &amp; Compliance Manager.</p> <p>The protection of BSL facilities, staff and assets is secured through comprehensive security measures.</p> <p>Respond to first aid and or emergencies to ensure staff and patrons' safety.</p> <p>Manage the compliance in RSA, RSG, and Licences within St Arnaud Sporting Club Venue.</p> <p>Pre-commitment management and processes are implemented to meet pre-commitment requirements.</p> <p>Processing and lodgement of all unclaimed monies to the State Revenue Office (annually) from St Arnaud Sporting Club Venue.</p> <p>Reporting of all Suspicious matters to AUSTRAC from St Arnaud Sporting Club Venue.</p>	<p>Security measures are implemented.</p> <p>3-month Venue Promotional calendar implemented.</p> <p>100% of employees have RSA &amp; RSG.</p> <p>Regular reviews of Risk Analysis with Risk and Compliance Manager</p> <p>95% compliance with all WHS audits.</p> <p>100% compliance with Food Safety, liquor licensing and VGCCC regulations.</p> <p>VGCCC monthly compliance review.</p> <p>Compliance with police checks, banning notices and self-exclusion.</p> <p>Incident reporting is followed as per procedures.</p> <p>100% of all incidents have been reported back to the Risk &amp; Compliance Manager.</p>
<p><b>Investing In Our People</b></p>	<p>Lead the team to deliver world-class experiences.</p> <p>Identify team capability gaps to coach, support and upskill accordingly.</p> <p>Develop resources to a level that is consistent with expectations, and by delegated responsibility.</p> <p>Embed management personnel accountabilities, through performance reviews, one on ones, and reporting to achieve the organisational objectives.</p> <p>Lead and contribute to driving high staff engagement at all levels and across all business units, including proactively managing arising issues, and fostering a culture of transparent communication.</p>	<p>Team expectations of best practice.</p> <p>Capability plans for the team.</p> <p>Contribute to Talent Matrix/Succession Plans.</p> <p>Team Rhythms.</p> <p>Conducting quarterly and annual reviews on-duty managers and annually on supervisors.</p> <p>All SOPs are updated with accuracy.</p> <p>Regular meetings and 1on1s with team members.</p>

	<p>Oversee the induction of new employees, creating an experience for all new starters.</p> <p>Review internal standard operating procedures (SOPs) regularly to drive efficiencies within your team.</p> <p>Lead, develop, mentor and coach the team to achieve organisational objectives.</p> <p>Support, encourage and guide staff members in further developing their knowledge base.</p> <p>Provide guidance and support to staff members aligned with BSL values.</p> <p>Work with staff members to drive high performance and operational excellence.</p> <p>Foster a culture of open and transparent communication.</p> <p>Conduct regular meetings with staff, have performance conversations and proactively manage arising issues.</p> <p>Conduct quarterly and annual reviews on Duty Managers and annually on Supervisors.</p>	<p>Attending all team meetings.</p> <p>Bi-annual performance meetings are conducted.</p> <p>Career development plans are implemented.</p> <p>Talent Matrix/Succession Plans.</p>
<p><b>Community Engagement and Networking</b></p>	<p>Identify, establish and strengthen partnerships with local community organisations and leaders.</p> <p>Plan and implement community engagement events and initiatives to promote and drive further business growth.</p> <p>Collaborate with internal staff teams to align community initiatives with the organisation's goals and values.</p>	<p>Valuable relationships have been built or maintained which promote the BSL St Arnaud brand and our competitive edge.</p> <p>Attend two networking events per month.</p> <p>One community engagement event to be held each month in the function room.</p>
<p><b>BSL Values;</b> <b>One Team</b> <b>Be Accountable</b> <b>People First</b> <b>Excellence</b> <b>Think Big</b></p>	<p>Uphold and demonstrate BLG's vision, mission, and values by upholding our charter at all times.</p> <p>Demonstrate consistent behaviour by the BSLs Values of Think Big, Excellence Impressive, Be Accountable, One Team, People First.</p> <p>Effective, efficient, and professional management of the business unit and its direct reports.</p> <p>Deliver BSL's experiences, products and services in line with the culture of excellence.</p>	<p>Living the Core Organisational Values at all times.</p>

Always act morally and ethically in all interactions with others.

Adhere to BSL systems and procedures as outlined in Ops Central.

Adhere to BSL's customer management practices as outlined in Ops Central.

Adhere to BSL Management System Ops Central.

Exercise discretion and independent judgment in taking commercial and operating decisions to achieve business results.

**EQUIPMENT OPERATED, SYSTEMS USED AND PHYSICAL REQUIREMENTS OF ROLE**

- Moderate physical activity
- Excellent PC software skills:
  - Outlook/e-mails
  - Internet
  - MS Word
  - MS Excel
  - MS PowerPoint

**EDUCATION AND SKILLS**

**Minimum Qualifications:**

- Educational qualifications in Business, or Hospitality Management are advantageous.
- Must hold a Working with Children's Check (WWC).
- Must satisfactorily pass a Police Check.
- Responsible Service of Alcohol (RSA).
- Responsible Service of Gaming (RSG).
- Victorian Gaming Licence.

**Job, specific, skills, experience, Knowledge and abilities:**

**Desired Knowledge and Experience:**

- Minimum 2 years' experience in the gaming industry.
- Experience in leading business operations.
- Experience in people leadership and development.
- Current knowledge of issues, trends and research-based evidence in the hospitality/gaming industry.

**Desired Skills:**

- Someone with vision and a strategic mind who can see the 'big picture'.
- Strong leadership skills and the ability to make difficult decisions.
- A visionary with a strategic mindset who can see the 'big picture'.

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- Lead, engage, and mentor a team in achieving organisational goals.
  - High level of prioritising and organisational goals.
  - Communicates effectively across all levels.

**Personal attributes:**

- Personable and genuine interest in developing others.
  - A 'can-do' attitude, that turns opportunities into results.
  - Integrity and ability to maintain confidentiality.
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