

## Position Description

<b>Position Title</b>	Venue Manager
<b>Department</b>	Operations
<b>Reports To</b>	Director of Operations
<b>Direct Reports</b>	Swisherr casual staff
<b>Position Type</b>	Full time – for a 3 to 5 year fixed contract for the preferred candidate
<b>Location</b>	Hobart, Tasmania
<b>Date</b>	August 2022

### About Swisherr

Swisherr Hoops Academy (Swisherr) operates Tasmania’s most advanced basketball training facilities. Our four unique SHOTLABs are located in Southern Tasmania, and will soon expand to the north, north-west and beyond.

Our premier facility (the old KnD building, 103 Melville Street) is right in the centre of Hobart and is open for casual bookings, memberships, social leagues, and pathway programs.

All our sites are equipped with the latest basketball technology and many training aids. We are a full-service basketball business, delivering after school classes, weekend clinics, school holiday camps, club services and more.

### About the Role

As the Venue Manager at Swisherr, you will lead the day-to-day coordination of the operational needs of our premier facility and two smaller satellite facilities in Kingborough and Warrane. You will be responsible for the preparation and delivery of the staffing, technical, logistical, and troubleshooting aspects of the venue. You will provide leadership and vision for the general operations of the venue.

Swisherr’s customers and staff come from all walks of life. We stand out through a culture of inclusion and social connection. We are looking for a leader who values making a difference in the lives of others. A leader who can help carry our vision and inspire those they lead.

## About You

As Venue Manager, you will be a considered decision maker and will be able to manage a multitude of tasks utilising good time management and organisational skills. You will be able to work both independently and as part of the Swisherr team.

- Have a strong passion for the industry with a friendly service-focused attitude. This is a hands-on role so a love for being among the action and ensuring exceptional customer experience is a must
- Be a hands-on manager and be able to train, motivate and encourage a team (of mostly casual staff) to provide outstanding service, leading by example
- Ensuring that the venue and facilities are clean, well maintained and organised
- An interest in actively seeking business opportunities
- Strong problem-solving skills with the ability to think on your feet when things do not go to plan
- Exceptional interpersonal and relationship building skills
- Effective leadership skills that aid in your ability to communicate well, motivate staff, and provide or receive feedback
- The ability to confidently operate both autonomously and as a part of team
- Attention to detail and refined time management skills
- Experience in controlling emergency response situations within a multi-faceted venue
- Quick learner, with the ability to understand and interpret new policies and procedures
- Hold (or be willing to attain) current CPR, First Aid and Working with Vulnerable People accreditation
- Well organised and have a demonstrated ability to engage staff and improve business performance, with strong project management skills.
- Focussed on the customer experience and cultivate a culture of continuous learning amongst the staff teams.
- Strong general business and financial acumen.
- Lead a culture of safety at the facility and have experience managing risk

## Qualifications and Experience

Experience in a similar leadership role within the sports and recreation industry will be highly regarded. We would also love to hear from you if you have significant team leadership and budget management experience from a different industry.

- First Aid and CPR certificates
- Working with Children and Vulnerable People accreditation
- Previous experience in a similar role will be advantageous

At Swisherr, we are committed to providing a safe and inclusive environment for children and vulnerable people. As such, we ensure that all of our candidates are appropriately screened (including police check, working with children check and reference checks).

In keeping with current Tasmanian health directions, it is a requirement that staff attending our facilities are fully vaccinated. Please be aware that you will be required to provide evidence of your vaccination status as part of the recruitment process.

### Hours of Work

This is a permanent full time position. Given the unique nature of the sport industry, working outside of office hours will be required. In line with the flexible working arrangements policy, flexible work arrangements as part of this role may be explored.

### How to apply

Apply by emailing a cover letter (no more than two pages) and CV to [mark@swisherr.com](mailto:mark@swisherr.com) before August 30th. Please include Swisherr Venue Manager in the subject line of your email application.

Early applications will be considered as they arrive.