

Role Title	Operations Manager
Reports to	Head of Sport & Fitness
Direct Reports	Sports Programs and Facilities Manager, Membership Officer, Senior Customer Service Officer (x2), Casual Customer Service Officers (B13 Reception)
Department	UniActive
Last updated	May 2019



Role Purpose The Operations Manager supports the Head of Sport & Fitness in driving the strategic direction and operations across multiple UniActive departments. A strong commercial focus will be applied to membership growth, administration, POS systems, inter- varsity sport, facilities utilisation and facilities management in order to maximise opportunities and support achievement of business objectives.

Key Responsibilities

Business Management

- Provide strategic support and direction in the management of day to day operations across all aspects of membership sales and administration, customer service, sports programs, facilities management and university sport.
- Continually monitor and review workforce management including recruitment needs, training and development, performance management and rostering, investigating opportunities for increased efficiencies.
- Continuously monitor and refine business practices in order to achieve positive commercial outcomes.
- Work closely with all stakeholders to ensure operating systems, equipment and hardware are meeting business needs effectively and efficiently, recommending improvements where needed. This may include but is not limited to software systems and licences, facilities and equipment maintenance and special projects
- Work with all stakeholders to support and manage student participation in inter- varsity sports events.

Financial Control

- Work closely with relevant colleagues to ensure all cash handling, reconciliations and reporting is completed according to UOW PULSE policies and procedures.
- Manage financial reconciliations as per UOW PULSE policies and procedures and provide support to colleagues.

Business Development:

- Develop and oversee the implementation of a comprehensive membership growth plan with your direct reports and other relevant colleagues.
- Maximise student participation and enrichment through inter-varsity sport, working closely with relevant internal and external stakeholders.
- Manage and review the development and implementation of a marketing plan and all associated advertising, promotions and collateral working with the Marketing Team, direct reports and other relevant colleagues.
- Provide strategic support and direction to maximise utilisation of facilities and participation in sports programs, as well as income from both.
- Continuously seek to improve financial outcomes for UniActive through income generation and cost control measures across all areas.
- Develop an understanding of all UniActive and PULSE business units which supports the ability to consider opportunities for collaboration, growth and improvement across the business.
- Research, innovate and deliver new business opportunities in partnership with department managers.
- Review, refine and/or identify KPI's that best capture performance relative to

business goals and objectives.

- Manage projects from concept through to completion across a wide range of business needs, collaborating and negotiating effectively with various stakeholders along the way.

People & Culture

- Demonstrate and embody the values and vision PULSE seeks to create within the workplace and across campus.
- Demonstrate leadership skills necessary to create and sustain a high performance culture within UniActive.
- Foster positive working relationships with all stakeholders.

Work Health & Safety

- Actively contribute to the maintenance of a safe environment for all team members, patrons and stakeholders at all times. This may involve completion of workplace inspections, incident investigations and reports, representation on the WHS committee and so forth.
- Maintain knowledge and practical understanding of relevant legislation and best-practice standards in relation to fitness/leisure/aquatic facilities and operations.
- Work with colleagues to ensure internal policies and procedures align with best-practice standards and are adhered to across the business.
- Follow all UOW PULSE WHS policies and procedures.

Experience and Personal Qualities

Essential criteria:

- Extensive experience as a Department Manager or Centre Manager within the sport, fitness and leisure sector.
- Extensive experience working across a variety of frontline operational roles within the sector.
- Extensive experience developing, leading and implementing programs and services within the sector.
- Extensive experience training, mentoring and managing staff across a variety of roles and functions within the sector.
- High level of proficiency operating POS systems and functions.
- Strong commercial acumen.

Desirable criteria:

- Tertiary qualifications in related discipline (Business, Sports Management)
- Cert 4 or Diploma in Fitness
- Cert 4 or Diploma in Business, Frontline Management or similar disciplines.
- Knowledge of the university sport sector ie) UniSport events and associated logistics.