



NORTHERN
NSW FOOTBALL

Duty Manager

POSITION DESCRIPTION

Title: Duty Manager

Functional Area: Finance

Reports To: Venue Manager, Lake Macquarie Regional Football Facility (LMRFF)

Type: TBA

DIMENSIONS

• Number of direct reports	
• Number of indirect reports	

Purpose of Role

The Duty Manager (DM) will be responsible for providing support to the Venue Manager plus ensuring that all aspects of the Football FIVE5 competitions are run effectively on a nightly basis at the Lake Macquarie Regional Football Facility. The DM will be responsible for ensuring that the facility exceeds the expectations of identified stakeholders and is recognised Nationally and Internationally as best practice.

Key Areas of Responsibility

Football FIVE5

Football FIVE5 is the facility's primary revenue stream. The DM will work co-operatively with the Venue Manager, Northern NSW Football's (NNSWF) Operations and Marketing/Communications Departments to ensure successful operation of Leagues for males, females, adults and children of all standards. The DM will be responsible for the night shift of Football FIVE5 and ensuring that it's run to the highest standard. Key tasks include:

- Preparing the pitches for play
- Liaising with players
- Accepting payments
- Coordinating referee appointments
- Recording and uploading match results
- Other tasks as directed.

Tournaments and Events

The DM will provide support to the Venue Manager, NNSWF's Football Operations, Community Football, Marketing/Communications, High Performance Departments and Member Zones to execute the scheduling and provide support during tournaments and events which aim to utilise the facility to its maximum potential.

Liaison with Emerging Jets and High Performance Department

On occasions the DM will liaise with the Academy Director and Technical Director in relation to their facility requirements.

School Groups

The DM will work with the Marketing/Communications, Football Operations and Community Football Departments to support the structured and unstructured programs for schools.

Car Park & Venue Security

Co-ordination of the car park removable bollards to ensure the car park is secured at night. Liaison with NNSWF's external security provider to ensure staff & patron safety is maintained of a night time.

Key Outcomes

KPI's will be established on an annual basis

- Football FIVE5 total occupancy and team retention rates
- To provide a positive atmosphere across all areas of the facility
- Tournament and event participation and turnover
- Level of customer satisfaction

Knowledge, Skills and Behaviour Required (Competency)

- Experience working in the sports industry is essential
- Excellent verbal and written communication skills
- Excellent negotiating skills
- Strong attention to detail
- Strong customer focus
- A strong drive to succeed
- Ability to appease difficult people
- An inclusive, friendly and welcoming manner
- A passion for football, particularly at a community level

Major Interactions

- Football FIVE5 – team captains/organisers and players
- Venue Manager
- Café Manager – Sidelines Café
- Lake Macquarie Regional Football Facility – Marketing and Communications Coordinator
- Casual venue staff
- Football FIVE5 referees
- Macquarie Football General Manager
- Pitch sponsors

Unique Criteria

- Standard hours – 5pm to 8pm weekdays
- Weekends – tournament and events as required