

POSITION DESCRIPTION
CENTRE MANAGER

THE FRIENDS' SCHOOL



POSITION HOLDER:	Vacant
SECTION:	Friends Health & Fitness
POSITION REPORTS TO:	Director of Business Affairs
REPORTS TO POSITION:	Assistant Manager, Facility Maintenance Coordinator, Aquatic Programs Coordinator, Communications Officer
CLASSIFICATION:	Contract
PERIOD OF APPOINTMENT:	Permanent - Full-time
STUDENT CARE:	Yes
HOURS OF WORK:	38 hours per week

PURPOSE

The role of the Centre Manager is to take overall responsibility for the operations of Friends Health & Fitness, including developing and implementing strategic and operational business plans, engaging in stakeholder communication as well as day to day operational, financial and staff management.

PRIMARY DUTIES

- To be responsible for promoting a child safe environment within your area of supervision and the School. To champion this important priority and provide leadership through up to date child safe guarding training for yourself and your team annually and ensure that the Child Safeguarding and Mandatory Reporting Policies are followed. Ensure an environment where children, parents and staff feel comfortable raising concerns in their area of supervision.
- Provide dynamic, proactive and collaborative operational and strategic leadership for Friends Health & Fitness.
- Lead the development and implementation of the Centre's Strategic Direction Document and operational plans in collaboration with the Centre's leadership team and the Friends Health & Fitness Committee.
- Take responsibility for all aspects of budgetary and financial management of the Centre, including implementing and monitoring appropriate accounting controls and ensuring ongoing financial viability by growing revenue and controlling costs of the business.
- Develop, implement and monitor appropriate systems, practices and policies for all aspects of the operations of Friends Health & Fitness with a focus on growth, profitability, member retention and customer experience.
- Seek opportunities for continuous improvement through analysis and review of data relating to the Centre's offerings, evaluating customer and team feedback and reviewing financial performance against budgetary targets.

- Lead, mentor, support and manage Friends Health & Fitness staff in accordance with the ethos, expectations and policies of The Friends' School and Friends Health & Fitness, including employment and induction, determining appropriate staffing levels, training requirements, rosters and performance management.
- Build effective relationships with customers, members, the School community and the broader community, including liaison with The Friends' School Health Faculty regarding management of School and member/public use of Friends Health & Fitness facilities.
- Manage industrial relations matters impacting on Friends Health & Fitness in conjunction with the senior administration staff of The Friends' School, including the negotiation of collective bargaining agreements.
- Represent the Centre on the Friends Health & Fitness Committee, providing regular written reports to the Friends Health & Fitness Committee and the Board of The Friends' School Development Fund Incorporated on the operations of Friends Health & Fitness.
- Demonstrate due diligence and safety leadership when acting in the role of Workplace Health & Safety 'Officer' in accordance with the Work, Health and Safety Act 2011, ensuring compliance with safety standards and industry requirements.
- Manage relationships with tenants in the Friends Health & Fitness building.
- Undertake other duties as delegated within the skills and qualifications of the position.

SUPERVISION OF POSITIONS

- Assistant Manager
- Facility Maintenance Coordinator
- Aquatic Programs Coordinator
- Communications Officer
- All Friends Health & Fitness staff

KEY RELATIONSHIPS

- Principal
- Health Faculty Staff
- Risk and Compliance Manager
- Facilities and Services Manager
- Financial Services Manager
- Human Resources Manager
- Business & Systems Accountant

DELEGATIONS

- Purchasing of relevant equipment and consumables

- Budgeted (Area of Responsibility) - \$7,500

SELECTION CRITERIA

1. Understanding of the [10 National Child Safe Standards](#) which strive to protect children and young people from abuse and neglect.
2. Previous experience in all facets of leading and managing a small to medium sized commercial business enterprise, including oversight of all strategic planning and operational deliverables, sales and communications, financial control and reporting, risk management and human resource management.
3. Proven analytical skills and business acumen evidenced through meeting financial targets, and evaluation of data for informed decision-making for relevant programs/services to meet business, stakeholder and customer needs.
4. Demonstrated ability to manage the performance of a team, including the provision of training and support, feedback, mentoring, succession planning and professional development opportunities.
5. Understanding of consumer markets, the ability to develop customer growth and retention plans, and implement practices and policies for improved profitability, customer experience and engagement.
6. A collaborative leadership style, with demonstrated high level interpersonal, written and verbal communication skills.
7. Relevant business qualifications and certifications, and/or experience in the fitness or aquatic industries are highly desirable. Must have or have the ability to obtain:
 - Current First Aid and CPR certificate (or the ability to obtain)
 - Pool Rescue Award (or the ability to obtain)
8. The ability to work safely in a fitness centre and school environment and be fit to undertake the inherent requirements of the position.
9. Show strong support for the Purpose and Concerns and the ethos of The Friends' School.
10. Must hold a current Tasmanian Working with Vulnerable People registration (employment) and provide a National Police Check (less than 6 months old).

C O N F I D E N T I A L I T Y

A school environment is one where you will have access to highly confidential information, therefore it is critical for the school to explicitly state the following:

Definition

Confidential Information includes, with the exception of information in the public domain, any information:

- disclosed to you by or on behalf of The Friends' School;
- which comes into your possession, or is generated by you, in the course of your employment, whether or not the information was originally supplied by The Friends' School;
- relating to the dealings, financial arrangements, transactions, general affairs, details of suppliers, staff members, agreements entered into with The Friends' School and the financial position of The Friends' School and other matters that do or may affect the financial position or reputation of The Friends' School; and
- relating to internal management of The Friends' School, the structure of The Friends' School businesses, The Friends' School personnel, policies, strategies, plans, or aspects of its future activities.

Your obligations

You are expected to:

- use Confidential Information solely for the purpose of performing your duties;
- take all reasonable precautions as may be necessary to maintain the confidentiality of Confidential Information;
- not remove any Confidential Information from the school's premises without its prior consent;
- not (except in the normal course of carrying out your duties) copy or duplicate any Confidential Information without the consent of The Friends' School and
- immediately notify The Friends' School of any suspected or actual unauthorised use, copying or disclosure of Confidential Information.

Signed acceptance of the above position description.

Name:

Date:

Signature: