

Duty Manager - Full Time

Woonona Bulli RSL Club is situated in the northern suburbs of the Illawarra and located 10 minutes north of Wollongong. We're the largest Club in the area with membership nearing 12,000 and 80+ staff. The Clubs facilities include in-house catering, a 300 seat brasserie, cafe, bar, gaming room, TAB and sports lounge, large auditorium, internal and external function spaces and landscaped outdoor play areas. The club also operates a very successful award-winning member's only gym on site with childcare. Use of the gym is provided free of charge to all employees.

With a Masterplan well underway to improve facilities and create fit for purpose spaces for our community, we have an exciting opportunity available for a customer-focused leader with a broad range of skills who wants to take the next step in their hospitality career.

This varied role will see you work across all areas of the Club and provide leadership, support, training and direction to all staff under your supervision.

There is an expectation with this role that the successful candidate will demonstrate and maintain high standards and behaviours at all times. You will need to be flexible and fair with all staff while maintaining a strong focus on delivering the best customer experience possible on every shift. Good communication skills and the ability to forward plan will be key to your success in this role.

We are looking for a calm person who can maintain composure and has the ability to see potential issues before they arise and is confident in developing action plans to avoid them.

To be considered for this hands on role you must be able to perform the following tasks:

- Be available to work a variety of shifts across a 7 day – 3 week rotating roster, including nights, weekends and Public Holidays;
- Be willing and able to lead, coach and counsel staff when required;
- Be self-motivated and accountable for your actions and behaviour;
- Be willing to work in any area of the business when trade requires;
- Demonstrate exceptional Customer Service behaviours at all times;
- Be an effective trouble shooter with the ability to remain calm and focused when under pressure;
- Be a forward planner that can ensure operational readiness is achieved on every shift;
- Be confident in conflict resolution with both patrons and staff;
- Be capable of performing daily banking tasks and treasury responsibilities – A good head for numbers;
- Have an understanding of legislation relevant to Food, Beverage, Gaming and the Club Industry in general;
- Maintain all compliance measures;
- Carry out stock control and stocktaking;
- Check, implement and organise security procedures;
- Be able to monitor and respond to trade levels through a keen sense of situational awareness and effective allocation of resources as required;

- Be computer literate with the ability to use Word and Excel;
- Hold current RSA and RCG Competency Cards;

In return we will provide:

- Attractive above award salary
- A three week rotation with every **third** weekend off
- A supportive team
- Club uniform
- Free membership to our award winning gym
- Training and career advancement for the right applicant

Please forward all applications to the General Manager, Woonona Bulli RSL via email on info@wbrsl.com.au