

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Sports Captain
<b>EMPLOYER:</b>	Aligned Leisure Pty Ltd
<b>LOCATION:</b>	Cardinia Life, Pakenham VIC and other locations
<b>DEPARTMENT:</b>	Sports and Stadiums
<b>REPORTS TO:</b>	Head of Sports and Stadiums
<b>DIRECT REPORTS:</b>	Sporting Officials
<b>TYPE OF EMPLOYMENT:</b>	Casual or part of a permanent role

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### COMPANY PROFILE

Aligned Leisure is a 100% owned subsidiary company of the Richmond Football Club, established as a vehicle to manage the operations of Richmond's health, fitness and leisure business activities.

Aligned Leisure will deliver best value to our partners by aligning our programs and services with important local Municipal Health & Wellbeing Plan's that highlight unique key community priorities. Our programs and services are not about us, they are about our partners and they will at all times be in total alignment with the needs of the specific community that we are servicing.

### POSITION PURPOSE:

The Sports Captain will oversee all of the sports programs during their rostered shift. They are ultimately responsible for the safety and experience of all sporting customers. They have the authority to make the necessary decisions to ensure the highest levels of safety and customer experience are maintained at all times.

The Sports Captain will be proactive in providing visible leadership and direction to all sporting associations, ensuring that stadium programming is operating efficiently and with the highest possible level of service. They will work relentlessly to ensure games progress on time as per the fixture. They will act as the key contact for all sports on matters relating to the competition.

They will take pride in operating such an important community asset and ensure it is presented immaculately and maintained to the highest standards at all times.

## **KEY RESPONSIBILITIES:**

### **1. Daily operation of the sports facility**

- Provide visible leadership and customer service to all sporting teams.
- Establish and maintain strong relationships with all sporting team captains or coaches to aid retention.
- Ensure the highest levels of cleanliness and presentation at all times, especially in spectator areas.
- Ensure all sporting results are accurately entered into the system and available to public view regularly throughout each shift.
- Liaise with the Duty Captain on all maintenance matters.
- Ensure that the facility is set up for programs, liaising with user groups and other staff as required.
- Leadership and supervision across the sporting official team.
- Educate all officials on the shifts activities to ensure they are prepared to deliver the best possible service.
- Welcome and educate new participants so they feel comfortable in the stadium environment.
- Actively seek for players to “fill in” for teams to ensure there are no walkovers or late starting games.
- Ensure all games start on time.
- Take responsibility for all sporting equipment, its safe use and storage.
- Ensure all reports, checklists and procedures are completed and signed off by the Duty Captain.

### **2. Outstanding service delivery to all customers and stakeholders**

- Aligned Leisure will be renowned for delivering outstanding service and providing memorable experiences for our customers. In your role, you will be relentless in identifying these opportunities and you will always ask yourself “How would I want a member of my family treated in this situation?”
- All Aligned Leisure staff will understand and deliver on our customer charter and service promise.

### **3. Health and Safety of all staff and customers**

- Comply with all applicable policies and procedures.
- Manage all stadium first aid incidents in accordance with training.
- Oversee the evacuation the stadium as directed by the Duty Captain and in accordance with training.
- Act as Area Warden for the stadium.
- Implement and documents hazard and environment inspections, risk assessments, risk controls and corrective actions.
- Risk assess work instructions to identify any hazards and take action to rectify any identified risks.
- Ensure the dissemination of OHS, Risk and Environment information to sporting officials or coaches relevant to their roles and responsibilities.

#### **4. Customer complaint and dispute resolution**

- Authority to solve customer issues on the spot, without the need to seek approval from a member of the management team. Duty Manager is available to support these decisions.
- Ensure all complaints are followed up in a timely manner.
- Diffuse hostile sporting conflicts.
- Actively seek customer feedback on service levels.

#### **5. Rostering and management of umpires and officials**

- Roster sporting officials to officiate on fixture sporting games, in consultation with the various sporting associations.
- Officiate sporting games when required to ensure games are officiated by two officials at all times.

The Sports Captain may from time to time be required to undertake other tasks as directed by the Head of Stadiums and Sports.

It is expected that this role will primarily focus on one sport in particular however activities that cross over into other sports may be required to be performed. For example, you may be required to set all courts up for the evenings games which may not always include the 'primary' sport you work with.

Undertaking a Sports Captain shift may be a part of another role within Cardinia Leisure. If so, the employees focus during such shift must be on delivering the requirements of this position description.

**KEY RELATIONSHIPS:**

- Sporting Associations
- Sporting team captains
- Sports officials

**ESSENTIAL QUALIFICATIONS AND EXPERIENCE:**

1. Current First Aid Certificate (Workplace Level 2)
2. Working with Children Check (or equivalent)
3. Previous experience in customer service
4. Experience in sports management and/or sports officiating

**PERSONAL ATTRIBUTES:**

1. High level communication and consultation skills, including a commitment to open, honest, two-way and frequent communication.
2. Decision making skills, including the ability to consult and gather information, consider alternatives, communicate decisions and review outcomes in a timely manner.
3. Disciplined to manage the varied components to this role.
4. Focused on the customer experience.
5. The ability to provide coaching and mentoring to sporting officials.
6. Conflict resolution skills.
7. A commitment to professionalism and accountability.
8. Unquestionable ethics, integrity, values and behaviours.
9. Identifying potential conflict of interest situations and ensuring that all actions are completed in the best interest of Aligned Leisure and its Council partners above all else.

**PERSONALITY TRAITS:**

1. Leadership
2. Measured
3. Personable

**APPROVED:**

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General Manager – Operations, Aligned Leisure  
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