

POSITION DESCRIPTION

POSITION TITLE:	Tennis Centre Captain
EMPLOYER:	Aligned Leisure Pty Ltd
LOCATION:	Pakenham Regional Tennis Centre
DEPARTMENT:	Tennis
REPORTS TO:	Head of Sports and Stadium
TYPE OF EMPLOYMENT:	Part Time

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:

This crucial role within the Aligned Leisure contract of Cardinia Shire's Major Recreation Facilities, will lead the implementation of tennis programs and drive program participation and growth at Pakenham Regional Tennis Centre. They will work across many areas of the business to best utilise this important community asset to deliver quality tennis programming.

They will act as a leader of this facility to assist with the management and development of the centre's team to ensure they are relentlessly focused on the customer, and delivering a high quality of tennis programming. They will work to grow all aspects of the business including coaching programs, competitions, programming, and secondary services.

This position will work relentlessly to implement the Aligned Leisure purpose of **CONNECTING TO THRIVE AND WIN**, values of **AWARE, DISCIPLINED, RELENTLESS** and **UNITED**, and associated behaviours throughout the entire team.

KEY RESPONSIBILITIES:

1. Implementation and Development of Coaching and other Tennis Programs

- Implementation and delivery of tennis programs
- Implement structured coaching programs for youth, adults and access all abilities
- Provide lesson plans each term for all aspects of the coaching program
- Conduct coaching sessions on a daily basis for all levels and abilities
- Drive growth across all coaching and programs
- Plan and Implement school coaching programs for schools in Cardinia Shire
- Assist to establish new coaching programs based on community needs
- Assist to implement and develop the player pathway
- Implementation of junior development squads
- Provide programs in line with Tennis Australia's program guidelines
- Liaise with user groups and service delivery staff to direct, coordinate to ensure that the facility is set up for the safe delivery of programs as required

2. Coach Development

- Mentor tennis coaches
- Conduct professional development sessions for coaches twice per term
- Assist in identifying professional development opportunities for staff
- Attend Tennis Australia Coach Development workshops
- Maintain coaching qualifications through Tennis Australia's continuous Professional Development

3. Competitions and Tournaments

- Assist with the management of all tennis competition tennis for Cardinia Leisure
- Run and administrate all internal tennis competitions for Cardinia Leisure
- Assist in ensuring all relevant tennis information is communicated to participants in a timely manner through all Cardinia Leisure communication channels.
- Implement and run school-based tennis competitions
- Manage and administrate all tournaments
- Manage and administrate court hire and court bookings

4. Secondary Services

- At times provide the frontline service for all facility programs and services.
- Assist in managing event bookings for the facility
- Assist in increasing sales in the Pro Shop.
- Assist with stock control systems where required
- Assist in promoting PRTC memberships.
- Assist in promoting the use of PRTC casual court hire facilities.

5. OH&S and cleaning

- Conduct daily inspections of tennis courts and surrounding areas to provide a safe welcoming environment.
- Make sure all equipment is safe and useable for people of all ages.
- Ensure courts are clean before and after each coaching session.
- Adhere to Tennis Australia policy's (wet weather, heat policy, code of conduct).

6. Outstanding service delivery to all customers and stakeholders

- Aligned Leisure is 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.

The Tennis Centre Captain may from time to time be required to undertake other tasks as directed by the Head of Sports and Stadium. The Tennis Centre Captain will also undertake regular Duty Captain and coaching shifts.

KEY RELATIONSHIPS:

- Tennis Australia and Tennis Victoria
- Tennis Coaches
- Cardinia Shire Schools
- Local Tennis Associations
- Pakenham Tennis Club

ESSENTIAL QUALIFICATIONS AND EXPERIENCE:

1. Tennis Australia Coach member.
2. Experience in Tennis Program and Competition Management
3. Experience in mentoring coaches

PERSONAL ATTRIBUTES:

1. Customer focused
2. Strong ability to manage and also work autonomously
3. Understands/enjoys the Leisure Industry and motivated to serve Aligned Leisure
4. Highly organised
5. Disciplined to manage the varied components to this role
6. Relentless in their approach to delivering exceptional service
7. The ability to make strategic decisions as well as execute operational requirements

PERSONALITY TRAITS:

1. Leadership.
2. Knowledgeable.
3. Personable.
4. Fun.

APPROVED:

Head of Sports and Stadium – Aligned Leisure

____/____/____