

POSITION DESCRIPTION

POSITION TITLE:	Basketball Captain
EMPLOYER:	Aligned Leisure Pty Ltd
LOCATION:	Cardinia Life, Pakenham VIC and other locations
DEPARTMENT:	Sports and Stadium
REPORTS TO:	Head of Sports & Stadium
DIRECT REPORTS:	Association Sports Supervisors and Staff
TYPE OF EMPLOYMENT:	Part Time / Full 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:

The Basketball Captain will support the Head of Sports and Stadium to deliver the day-to-day operations of Basketball programming and competitions within Cardinia leisure facilities. They have the authority to make the necessary decisions to ensure the highest levels of safety and customer experience are maintained at all times.

They Basketball Captain will be proactive in providing visible leadership and direction of the department and actively engage with all basketball and stadium stakeholders. They will work relentlessly to ensure basketball programming and competitions operate at a high standard and they will act as the key contact for basketball 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 always.

KEY RESPONSIBILITIES:

1. Daily operation of the sports facility as Sports Captain

- Provide excellent 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.
- Welcome and educate new participants so they feel comfortable in the stadium environment.
- Ensure all games start on time.
- Ensure all sports officials are paid.
- Take responsibility for all sporting equipment, its safe use and storage.
- Ensure all reports, checklists and procedures are completed.

2. Team Administration

- Take a proactive approach to engagement, recognising, welcoming, and educating new teams and players.
- Maximise new team and player acquisition.
- Assist managing all basketball team registrations, affiliations, insurances and payments.
- Authority to solve customer issues on the spot, without the need to seek approval from a member of the management team.
- Ensure all correspondence is followed up in a timely manner.

3. Competition Administration

- Maintain an accurate and detailed sports competition management system, allowing for regular and direct communication to all customers.
- Management of competition fixturing.
- Assist with rostering of all competition officials, including match payments and associated paperwork.
- Assist with reporting and administration tasks for the department.

4. Program Administration

- Assisting with Cardinia Leisure Sporting Schools Program for basketball.
- Assisting with Sports development pathways and programs ie: Aussie Hoops, little dribbler, walking basketball

5. Allocation of court hire for training by clubs and associations

- Administration of seasonal bookings for teams and programs during designated non-competition times at Cardinia LIFE
- Ensure facility is clean, presentable, and set up for bookings.
- Report any maintenance concerns to council.
- Ensuring booking system is up to date to allow for accurate reporting and invoicing, as well as to provide up to date information for the customer experience and duty captain teams.

6. Health and Safety of all staff and customers

- Comply with all applicable policies and procedures.
- 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.

7. Outstanding service delivery to all customers and stakeholders

- Maintain exceptional working relationships with basketball sporting associations and clubs.
- 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 Basketball Captain will undertake regular Sports Captain shifts. They may from time to time be required to undertake other tasks as directed by the Head of Sports and Stadium

KEY RELATIONSHIPS:

- Pakenham District Basketball Association
- Sporting team captains
- Sports officials
- Cardinia Shire Council
- Head of Sports and Stadiums

ESSENTIAL QUALIFICATIONS AND EXPERIENCE:

- Working With Children Check
- Victorian Driver's License
- First aid certificate – Level 2
- CPR
- Prior experience in customer service and association to basketball desired

PERSONAL ATTRIBUTES:

- Highly organised.
- Willingness to learn.
- Focused on the customer.
- A commitment to professionalism and Accountability.
- Enjoys the Leisure Industry and motivated to serve Aligned Leisure.
- Unquestionable ethics, integrity, values, and behaviours.

PERSONALITY TRAITS:

1. Reliable.
2. Diligent.
3. Adaptable.
4. Personable.

APPROVED:

General Manager – Operations, Aligned Leisure

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