



POSITION DESCRIPTION

Supervisor

Primary Purpose of Position:

- Ensuring all patrons are met in a friendly, safe and comfortable environment when visiting or holding a function at the club.
- This position also may incorporate other duties such as assistance with functions, bistro & gaming service.

Employment Conditions

Supervisor:	Shift Supervisor/s
Grading:	Leeton Soldiers Club modern award system – Grade 3 Starting grade will depend on qualifications and experience.
Probationary Period:	Your employment with the Leeton Soldiers Club is subject to a probationary period of three (3) months from your date of commencement. LSC will review your performance during the probationary period and if satisfactory, casual employment will be confirmed. Leeton Soldiers Club reserves the right to terminate your employment in the event of your performance being assessed as unsatisfactory.
Superannuation:	In accordance with the Superannuation Guarantee Legislation. Currently 12.5% of wages.
Payment of wages:	Paid weekly by direct credit into own banking institution.
Hours of work:	A casual position. Duties of the position may require flexibility in relation to working weekends and public holidays. A minimum of two hours will be paid in accordance with the modern award system.

Fitness for work:

Employees should declare any health related issues or illnesses that may impact on their ability to perform this role.

While performing the duties of this job, the employee is regularly required to:

- Withstand long periods on his/her feet
- Bend
- Kneel
- Reach and grasp
- Repetitively lift items

All employees of the Leeton Soldiers Club are to take reasonable care for his/her own safety.

Work, Health & Safety:

All employees must adhere to LSC's Health & Safety Rules, Regulations, procedures and policies.

All LSC facilities have a "smoke free environment" whereupon smoking and/or E-cigarettes within such facilities and vehicles is not permitted. Any staff wishing to smoke must utilise the staff smoking area only.

Qualifications and Experience:

- It is mandatory to possess and maintain a current Responsible Service of Alcohol and Responsible Conduct of Gambling certification. Failure to retain such a licence could be grounds for instant dismissal.
- Relevant demonstrated experience in a similar field or industry

Key Duties and Responsibilities:

- Be a customer focused person with excellent interpersonal skills
- Serve patrons in an efficient & timely manner whilst being courteous and polite
- Keeping tables, bar and all areas in club clean at all times
- Managing any issues or concerns immediately.
- Cleaning of bar area, tables, outdoor tables, bins, etc. as required.
- Assisting in the restocking of fridges, making sure stock is rotated
- Ensuring your RSA, RCG and any other certifications and training are kept up to date.
- Be self-motivated and have the ability to manage staff

Selection Criteria:

Essential:

- Qualifications & experience as stated above
- Well-developed oral & written communication skills with the ability to work with both internal and external customers
- Demonstrated ability to achieve outcomes whilst managing numerous projects at once.
- Demonstrated ability to work cohesively within a team and assist in managing a diverse work unit during functions

Performance Criteria:

Our supervisor personnel positions are highly regarded and form an integral part of the overall Club's operation. It is most imperative that all parties are able to have a professional and honest approach on all issues related to functions and events.

The supervisor is expected to undertake other duties and responsibilities relevant to the nature, level and scope of their capabilities, including but not limited to:

- Attend training and continuous development opportunities as required.
- Assist with service in the bar, bistro & reception areas as required
- Maintain an excellent level of attendance and punctuality
- Strict adherence to any WHS processes, procedures and policies including the reporting of any hazards, incidents and/or injuries
- Be courteous to the general public at all times. No comments on Club matters are to be made to the general public. Refer any such matters to the Club Secretary Manager
- Always be supportive of management policies with regards to our Vision & Values.
- Become "one of the team" and maintain a realistic level of harmony within the workplace
- Carry out all operations efficiently and ensure that there is minimal wastage in materials and labour
- Maintain a high level of performance
- Maintain customer confidentiality.

Organisational Relationships:

Reports to:

Operations Manager

Internal Liaisons:

Secretary Manager, Board of Directors, Operations Manager, Supervisors, bar & bistro staff, Chefs & kitchen staff, Administration & Finance staff, Maintenance staff, Cellarman, Greenkeeper, Cleaners and sub-clubs.

External Liaisons:

Service Clubs and sporting groups, Club patrons, entertainers and suppliers