

POSITION DESCRIPTION: CLUB MANAGER

THE TROPICAL FRUITS INC

Dec 2021

DOCUMENT VERSION CONTROL

DETAILS OF REVISIONS

LEVEL	DETAILS	DATE	INITIAL
01	Draft – TEMPLATE ONLY	21/5/2014	MV
02	Draft – for Recruitment Panel Review	29/5/14	MV
03	Draft – track change comments for review by Committee	4/6/14	MR
04	Draft- track change comments for committee review	11/6/14	HRH
05	Draft – track change comments for Committee review	17/6/14	KB
06	Final Draft	15/03/2015	KB/WC/MR
07	Review for Recruitment	05/07/2017	MR/NH/KB
08	Review for Recruitment	15/12/21	MR/YD/Committee

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ABOUT TROPICAL FRUITS

The Tropical Fruits Inc, established in 1988, is the premier lesbian, gay, bisexual, transgender, intersex, and queer (LGBTIQ+) community group in the Northern Rivers in New South Wales. We are a not-for-profit, incorporated association that holds regular events for our diverse members and guests. We are a largely self-funded, independent, and volunteer run organisation.

Our mission is to:

- To provide an atmosphere of self-respect, acceptance, and friendship, in which members can enjoy fellowship and all the benefits of a social club without any political affiliation
- To be a not-for profit, charitable organisation
- To support any like association or charity
- To assist in overcoming the isolation of lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) members
- To relay appropriate information through a regular newsletter
- To hold regular social events
- To promote the social development of the LGBTIQ community in the Northern Rivers Region
- To assist members of the Northern Rivers LGBTIQ community through community disbursements

We hold regular events throughout the year, providing opportunities for our diverse members and guests to get together and celebrate in the beautiful Rainbow Region. We have made a home at our Clubhouse (the Fruitbowl) located in the colourful heart of the Rainbow Region, Lismore. Each year we elect a nine-member Committee of Management (the Committee) which meets regularly throughout the year to manage our Club. Our volunteers work hard year-round in preparing for and running events, making art, running the office, and looking after the Fruitbowl. Since 1988, it is the commitment of many thousands of these dedicated people that has enabled Tropical Fruits to become one of the largest regional LGBTIQ+ organisations in the country.

ROLE PROFILE

PURPOSE OF THE POSITION

The position is responsible for the operational management of Tropical Fruits, in accordance with the strategic direction determined by the Committee. This includes managing staff, volunteers, events, safety and risk, communications, community engagement, planning, compliance, in line with policy and procedures and support ongoing learning and development.

Specifically, the role is charged with:

1. Strategic and administrative support to the Committee and operational management of all Tropical Fruits assets, events, and activities
2. Supervising staff and key volunteer roles and ensuring ongoing learning and development

3. Overseeing community engagement and capacity building activities, including supporting external partnerships
4. Oversee planning, compliance and evaluation activities and supporting all functions of the Club to be 'Fun, Safe and Inclusive' and conducted in line with the policies and agreed protocols of the organisation
5. Support financial sustainability, social enterprise, and financial growth of Tropical Fruits
6. Ensuring the Workplace Health and Safety of all staff and volunteers.

POSITION SPECIFICATIONS

Position title	Club Manager
Employment status	Permanent Part Time
Hours per week	Employed for 14-21 hours per week per annum. Some out of hours work and flexibility of scheduling will be required
Reports to	The Tropical Fruits Committee, or their delegate
Supervision of	Designated staff and volunteers
Probationary period	Six (6) months from date of employment
Remuneration	<p>\$34.41 - \$38.22 per hour (Social, Community, Home Care and Disability Services Industry Award 2010 [MA000100] Level 6, Pay point 1 to Level 7, Pay Point 1).</p> <p>* Based on skills and experience</p>
Work Location	Main work location is at the Tropical Fruits office (the Fruitbowl) located in South Lismore, however there is an expectation that from time-to-time work will be carried out at other local locations (such as the Lismore Showgrounds) or as directed by the Committee.
Key internal relationships	Committee, Club members, staff, volunteers, and contractors
Key external relationships	<ul style="list-style-type: none"> • Event guests, the LGBTIQ+ community and the local Northern Rivers community • Media both local and LGBTIQ+ • LGBTIQ+ organisations and community groups • Lismore and Northern Rivers businesses, Council, NSW Police, local emergency services, Liquor & Gaming NSW and other key stakeholders and suppliers

KEY RESPONSIBILITIES

Strategic and administrative support to the Committee and operational management of assets, events, and activities

- Work collaboratively with, and at the direction of, the Committee or its delegate to ensure the ongoing operational viability and sustainability of the Club
- Oversee the delegations of the Secretary, including managing correspondence, membership of the organisation, meeting minutes, and upholding legal requirements of the Club which is an incorporated association
- Work with and oversee the delegations of the Event Coordinator in the management of all event media, licencing, event communications and logistics (such as supplier and performer bookings, ordering consumables, managing ticketing, volunteers, scheduling and event plans)
- Support the management of capital and financial resources in line with budget allocation and delegations
- Ensure effective and timely identification and management of risk and compliance issues in accordance with organisational policy and Tropical Fruits risk management frameworks
- Other reasonable duties as requested by the Committee

Supervision, support, and people management

- Support and ensure the effective management of staff in accordance with organisational policies, procedures, and guidelines
- Support the Committee to recruit members, potential members, and volunteers to ensure the ongoing sustainability of the Club
- Engage, support, and supervise volunteers to participate in Club events and activities, building their capacity to ensure ongoing inclusion and collaboration
- Ensure the compliance of volunteers and staff with all EEO, WHS, Child Protection, ethical work practices and other legal requirements

Governance, planning, compliance, and evaluation

- Implement efficient monitoring and evaluation frameworks in accordance with organisational policies and procedures
- Ensure compliance, safety, risk management and other Club systems are in line with internal policies and procedures and external regulations
- Lead organisational strategic and operational planning processes, including contribution to the development of new policies and procedures and systems relevant to Tropical Fruits
- Support the Committee to apply best practice governance, and induct new members of the Committee.

Ongoing learning and development

- Actively model and support the values of ongoing learning and development, including participating in training and professional development related to the duties of this position and the needs of the Club

Workplace Health and Safety

- Lead compliance with WHS policies and procedures and legislative requirements
- Promote a culture of safety, collaboration, and teamwork
- Oversee WHS representatives and lead (In Charge) volunteers, particularly regarding workplace hazard mitigation and reporting
- Lead programs to improve risk management, including health and safety in the workplace

SELECTION CRITERIA

EXPERIENCE AND SKILLS

1. Demonstrated high level experience in event coordination and/or production management, including management of volunteers, schedules, budgets, safety, managing contractors and suppliers, problem solving and marketing
2. Excellent communication and interpersonal skills including skills in conflict resolution, media relations, community, and stakeholder engagement
3. Demonstrated ability to lead teams and work autonomously to achieve outstanding performance outcomes against agreed work plans
4. Demonstrated experience in engaging with and reporting effectively to a community-based Committee of Management, including outstanding administration skills
5. Experience in development of policies, procedures, and manuals to document the effective operations of a NFP organisation
6. Demonstrated experience in growing and diversifying not for profit organisational income streams and or direct experience with successful social enterprise
7. IT skills including email, internet, office networks, word processing, spreadsheets, database management, graphic design, and management of social media networks

KNOWLEDGE AND QUALIFICATIONS

8. In depth understanding and sensitivity to the cultural experiences of regional LGBTIQ+ communities and our celebration of culture and community
9. Relevant tertiary qualifications or industry experience in social enterprise, event management, community development or related field

OTHER CREDENTIALS

10. Current RSA card (or willingness to obtain)
11. Current NSW Drivers Licence
12. Your own car with comprehensive insurance (plus willingness to use it in carrying out the duties of this position)

The successful applicant will be required to obtain a National Police Certificate and Working With Children Check prior to any offer of employment being made. Results disclosed are not automatic grounds for exclusion and Tropical Fruits reserves the right to discuss any items of concern with the applicant.

ABOUT ROLE STATEMENTS AND POSITION DESCRIPTIONS

As Tropical Fruits evolves to meet the changing needs of our community and the Events environment, so will the duties required of all its staff. As such, staff should be aware that this document is not intended to represent the role that the incumbent will perform in perpetuity. This role statement is intended to provide an overall view of the incumbent's duties as at the date of this statement.

APPROVALS

This position has been approved by

Name

Signature

Position

Position

Date: / /2022

Date: / /2022