

# POSITION DESCRIPTION: CLUB MANAGER

**THE TROPICAL FRUITS INC**

July 2017

## DOCUMENT VERSION CONTROL

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### 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	Update pay scale range	05/07/2017	KB

## CONTENTS

ABOUT TROPICAL FRUITS.....	3
ROLE PROFILE.....	3
PURPOSE OF THE POSITION.....	3
POSITION SPECIFICATIONS .....	4
KEY RESPONSIBILITIES.....	5
SELECTION CRITERIA .....	6
EXPERIENCE AND SKILLS .....	6
KNOWLEDGE AND QUALIFICATIONS .....	6
OTHER CREDENTIALS .....	6
ABOUT ROLE STATEMENTS AND POSITION DESCRIPTIONS .....	7
APPROVALS .....	8

## 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 self-funded, independent and largely voluntary 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 fortnightly throughout the year to manage our Club. Our volunteers work hard year-round in preparation for parties, during events, 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, and to take a leadership role in the management of designated staff, volunteers and suppliers, events, quality measures, safety and risk management, communication, community engagement, compliance with policy and procedures, ongoing learning and development and community capacity building.

Specifically, the role is charged with:

1. Administrative support to the Committee and operational management of all Tropical Fruits assets, events and activities
2. Supervising designated staff and key volunteer roles and the ongoing learning and development of staff and volunteers
3. Community engagement and capacity building, including supporting external partnerships
4. Participation in quality, 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. Ensuring the Workplace Health and Safety of all staff, contractors and volunteers.

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## POSITION SPECIFICATIONS

<b>Position title</b>	Club Manager
<b>Employment status</b>	Permanent Part Time
<b>Hours per week</b>	Employed for 21 hours per week per annum. Some out of hours work and flexibility of scheduling will be required
<b>Reports to</b>	The Tropical Fruits Committee, or their delegate
<b>Supervision of</b>	Designated staff and volunteers
<b>Probationary period</b>	Six (6) months from date of employment
<b>Remuneration</b>	<i>Social and Community Services Award [AN150140] Level 3 PP1 – Level 4 PP4*</i> \$53,551.16 - \$65,175.76 pro rata
<b>Work Location</b>	* Based on skills and experience 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) as directed by the Committee.
<b>Key internal relationships</b>	Committee, Club members, staff, volunteers and contractors
<b>Key external relationships</b>	<ul style="list-style-type: none"><li>• Event guests, the LGBTIQ community and the local Northern Rivers community</li><li>• Media both local and LGBTIQ</li><li>• LGBTIQ organisations and community groups</li><li>• Lismore and Northern Rivers businesses, Council and other key stakeholders and suppliers, NSW Police and the Office of Liquor, Gaming and Racing (OLGA)</li></ul>

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## KEY RESPONSIBILITIES

### **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
- Undertake 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 undertake 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 timelines)
- 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 quality issues in accordance with organisational policy and Tropical Fruits risk and quality management frameworks
- Other duties as reasonably requested by the Committee

### **Supervision, support and people management**

- Support and as appropriate, ensure the effective management of designated 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 designated contract staff with all EEO, WHS, Child Protection, ethical work practices and other legal requirements

### **Governance, quality, compliance and evaluation**

- Implement efficient monitoring and evaluation frameworks in accordance with organisational policies and procedures
- Ensure compliance with quality, safety, risk and other Club systems, in line with internal policies and procedures and external regulations
- Contribute and participate in organisational quality improvement, 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

- Understand and comply with WHS policies and procedures and legislative requirements
- Promote a culture of safety, collaboration and teamwork
- Communicate with WHS representatives and lead (In Charge) volunteers, particularly regarding workplace hazard mitigation and reporting
- Participate in 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, quality, safety, managing contractors and suppliers, problem solving, promotion and marketing
2. Excellent communication and interpersonal skills including skills in conflict resolution, media relations, community and stakeholder engagement
3. Demonstrated ability to work autonomously to achieve outstanding performance outcomes against agreed work targets and 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. IT skills including email, internet, office networks, word processing, spreadsheets, database management, graphic design and management of social media networks

### KNOWLEDGE AND QUALIFICATIONS

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

### OTHER CREDENTIALS

9. Current RSA card (or willingness to obtain)
10. Current NSW Drivers Licence
11. 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.

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## ABOUT ROLE STATEMENTS AND POSITION DESCRIPTIONS

As Tropical Fruits evolves to meet the changing needs of our community and the Festival 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

Tegan Francis

\_\_\_\_\_  
Name

Chairwoman  
\_\_\_\_\_  
Position

Date: 2/ 8/2017

\_\_\_\_\_  
Signature

Tropical Fruits Inc  
\_\_\_\_\_  
Organisation

