



Winton Motor Raceway

Position Description Operations Manager



Position Details

Position Title	Operations Manager – Winton Motor Raceway (WMR)
Reporting To	Chief Executive Officer
Supervises	Events Officer WMR Administration Officer WMR Finance & Hospitality Manager WMR Maintenance Officer WMR Track Supervisor WMR Café Manager WMR
Core Focus	To operate as a customer-focussed manager to enable Winton Motor Raceway's track and entertainment venue to deliver quality and profitable events.

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Selection Criteria

Essential Criteria	<ul style="list-style-type: none"> • Certificate 3 in Business (Office Administration) or similar AND/OR Demonstrated relevant motor industry and business experience; • Financial management ability and demonstrated business acumen; • Strong interpersonal and communication skills; • Customer focus and strong customer service ethic; • Experience supervising personnel and teams of people; • Professional telephone and email manners; • Communications planning and digital marketing knowledge; • Commitment to innovation / excellence; • Maintaining a current and valid motor vehicle Driver's License • Willingness to consent to a National Police Record Check
Desirable Criteria	<ul style="list-style-type: none"> • At least five (5) years' experience in a similar or related role; • Proficient use of Microsoft Office software packages; • Ability to utilise online and cloud-based software; • Project management skills and experience. • Strong internet and social media skills, including smartphone technology; • Ability to analyse and use database, marketing and statistical data
Behaviours Required	<p>Each staff member or volunteer is required to practice and model the following:</p> <ul style="list-style-type: none"> • Customer focus • Active participation in the team • Flexibility and versatility • Solutions-driven • Honesty and Integrity • Initiative and innovation • Acknowledge strengths and abilities of all people, all of the time • Accept differences and diversity as an asset

Position Attributes (required)

Teamwork / Leadership	<ul style="list-style-type: none"> • Positively and actively participate in the success of the team; • Work with the CEO and the Executive team to manage the required infrastructure, policies and procedures; • Assist in the co-ordination of key event officials, volunteers and other key parties during various events when required.
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Communication	<ul style="list-style-type: none"> • Liaise with all key internal and external stakeholders in an appropriate and professional manner; • Effectively communicate timely, accurate and relevant information; • Communicate in line with and adhere to relevant commercial confidence and privacy / confidentiality law;
	<ul style="list-style-type: none"> • Ensure the communication and recording of key information is done and maintained in an effective way.
Analysis / Planning	<ul style="list-style-type: none"> • In conjunction with supervisor, set priorities, timeframes and review for relevant work plans; • Conduct timely reviews following key events / activities; • Provide analysis / feedback on resources, procedures and policies; • Manage workflow in as proactive a way as possible • Operate in a controlled process and protocol (standard operating procedure) environment
Finance	<ul style="list-style-type: none"> • Exercise delegation in line with policies and procedures; • Ensure organisational processes and procedures are used; • Collect, record and action relevant financial documents; • Responsible for banking and processing of receipts in a timely manner
Risk Management	<ul style="list-style-type: none"> • Adhere to all risk management policies, procedures and guidelines • Ensure Risk Action Plans are in place and active, • Ensure procurement and contract management policy and process occurs • Ensure documentation and information management occurs
People Management	<ul style="list-style-type: none"> • Respect / Listen to others • Provide constructive and solution focused feedback Support Volunteers, such as Officials
Customer / Stakeholder Management	<ul style="list-style-type: none"> • Conduct all interactions with customers and stakeholders in a professional manner • Ensure customer feedback is responded to in accordance with policy
Personal Accountability	<ul style="list-style-type: none"> • Guide priorities in line with agreed work plans • Contribute to the organisations success • Be responsive to needs outside of your responsibility • Actively participate in all staff activities

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Innovation & Improvement	<ul style="list-style-type: none"> • Identify and implement more efficient and effective processes and procedures, after consultation with Co-Ordinator • Be active in reviewing events / activities • Share ideas and be open to others ideas for improvement • Be quality focused
Workplace Health & Safety	<ul style="list-style-type: none"> • Contribute to and maintain a positive and safe workplace • Ensure all reasonable steps are taken to ensure personal safety • Adhere to all policies, procedures and guidelines on Health & Safety • Conduct safety and associated briefings for officials • Monitor adherence to relevant safety regulations

WMR Values:

- ❖ Integrity
- ❖ Openness and Transparency
- ❖ Innovation
- ❖ Self-responsibility
- ❖ Commitment
- ❖ Respect
- ❖ Flexibility

Key Communication Streams & Expectations

❖ External Customers/Clients:

Implementation of services and products to ensure customer expectations are met or surpassed and that their experience is positive. To ensure all new business opportunities are taken advantage of within a timely manner including effective follow up.

❖ Internal Workforce Collaboration:

Through the implementation of services and products, customer expectations are not only met but also exceeded, thus thriving to improve the overall image and objectives of WMR. Work in conjunction with the Finance Manager to ensure relevant billing & revenues are maximised, safety standards are met, and joint operational issues are effectively managed.

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❖ Management:

Provision of exceptional service that reflects the style/mission of the total offering made by WMR.

Encouraging all staff to not only embrace the above goal but to flourish in their roles by making/suggesting continual improvements to BAC and WMR policy & procedures to ensure total client satisfaction.

❖ Staff:

Provision of a culture that encourages fairness, respect, equity and opportunity, while delivering high levels of service. Effective management of a small team of operational staff to facilitate constant demands of different clients and activities.

❖ Suppliers/Contractors:

Development of a positive working relationship to ensure service standards are met, including reliability and cost-effective works across the board.

Tasks & Responsibilities

The following provide an overview of core tasks and responsibilities. This list is not exhaustive and other duties may be added temporarily, as long as they are responsible and in line within the assessed skill level/competency of your classification.

FOCUS AREA	GOALS/OBJECTIVES
Track Hire Operations	<p>Maximise revenue through efficient bookings of annual and new track clients</p> <p>Oversee the facilitation of track hire client days</p> <p>Ensure all track hirers adhere to safety procedures, and permit conditions</p> <p>Ensure motoring facilities are presented in a professional manner including; motor circuit, pit garages, car parks, and ancillary amenities.</p> <p>Collate and execute all client insurance, compliance, venue hire agreement and associated documentation.</p> <p>Regular (annual) review of track & facility hire fees in conjunction with Finance Manager/CEO</p> <p>Co-ordination of casual staff and contractors to deliver client requirements (e.g. furniture set up, Security rosters)</p>

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<p>Motor Circuit Operations</p>	<p>Effectively plan the workload and work schedule for the Site/maintenance Manager and associated assistants</p> <p>Ensure track is maintained to appropriate track safety standards</p> <p>Budget and delivery of all motor circuit maintenance requirements, while avoiding (where possible) any impact on annual circuit hire revenue</p> <p>Determine requirements (e.g. staff, equipment) to deliver each event</p> <p>Liaison with relevant track and industry accreditation and sporting bodies on safety standards and track safety improvements</p> <p>Co-ordination of all motor circuit capital improvement projects and safety upgrades as approved by BAC and WMR.</p>
<p>Facilitation– Motorsport Events Pre/Actual/Post</p>	<p>Plan event in advance with promoters and team managers to ensure effective delivery of motorsport weekends</p> <p>Participation in annual budget process with CEO and Finance Manager Co-ordinate pre-event set-up with administrative staff (floats, change, media, facilities, kiosk & bar, equipment etc)</p>
	<p>Co-ordinate operational services for effective presentation of events (cleaning, security, ground, medical, recovery, officials etc)</p> <p>Respond to client enquiries during events where required.</p> <p>Co-ordinate all documentation (including invoicing) with Administration</p> <p>Completing the pre-function checklist for all set up and event facilitation</p>

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