

The Darwin Sailing Club is seeking interested and eligible members to fill roles within its governance structure. This Position Description outlines the key attributes, duties and responsibilities for the position of:

## Hospitality Officer

### Darwin Sailing Club (DSC):

Vision:	Mission:
Excellence in sailing and harbour side hospitality	To encourage a wide range of sailing activities and training utilising the clubhouse and facilities for recreational, hospitality and social use of members and guests.

### DSC Organisational Structure

The Darwin Sailing Club (DSC) Board consists of 5 elected office bearers and 2 Board appointed office bearers, including:

- Elected:
  - Commodore
  - Vice Commodore
  - 3 x General Board Members
- Board Appointed:
  - Treasurer
  - Secretary

The Board's primary role is one of stewardship and trusteeship on behalf of stakeholders/members, ensuring the Club remains viable and effective in the present and in the future. The Board is ultimately accountable for all organisation matters, including establishing the Club's strategic direction and priorities, in line with the Club's Mission and Vision.

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The delivery of services and the Club's Mission are supported by an additional 2 elected office bearers, and 6 Board-appointed positions. These include:

- Elected:
  - Rear Commodore Training
  - Rear Commodore Sailing
- Board Appointed:
  - General Manager
  - Asset Management Officer
  - Governance Officer
  - Hospitality Officer
  - Publicity Officer
  - Membership Officer

Each of these roles has a distinct role to play in supporting the delivery of key services by providing guidance to DSC staff, through the General Manager, and by acting as a conduit between staff and the Board in their respective area of responsibility.

The organisational structure, showing the reporting arrangements, is attached to this document.

## Hospitality Officer

Purpose of the role	Liaise with the Board to create an annual social events calendar for member-driven hospitality events and undertake regular audits of customer service standards within the Club.
Relationships	This position acts as a conduit between Club members and the Board, to develop an annual social events calendar for members, and as a conduit between staff and the Board, in the ongoing monitoring and reporting on customer service delivery standards in the Club. This position requires the incumbent to develop and maintain strong and professional working relationships with the Board and key DSC personnel.
Role specific tasks and responsibilities:	<ul style="list-style-type: none"> <li>• Provide guidance and support for DSC hospitality staff in the provision of Club social events for members</li> <li>• In conjunction with DSC personnel, identify and develop priorities for key hospitality events for members, and ensure that they deliver high quality outcomes for members</li> <li>• Oversee customer service standards, and advise on necessary measures to improve compliance and internal systems and processes</li> <li>• Work with the Publicity Officer and DSC staff to promote Club-based social events</li> <li>• Analyse, evaluate and report on Club social events and member satisfaction</li> <li>• Assess and analyse member complaints and staff responses, and determine any training and development needs that may arise</li> <li>• Ensure high professional standards are developed and maintained</li> </ul>
Reporting	This position is expected to prepare a monthly written report for the Board, in conjunction with the General Manager
Method of appointment	Appointed by the Board for a 2-year term

Preferred skills or requirements	<ul style="list-style-type: none"> <li>• Previous experience in or a solid understanding of events management and/or hospitality operations</li> </ul>
Key skills/abilities	<ul style="list-style-type: none"> <li>• Ability to prioritise work tasks, meet deadlines, seek guidance when required, but work with minimal supervision</li> <li>• Demonstrated effectiveness in the development, organisation and implementation of events</li> <li>• Excellent organisational and time management skills and well-developed oral and written communication skills</li> <li>• Strong commitment to continuous improvement and pursuit of innovation</li> <li>• Willingness and ability to prepare regular reports</li> <li>• Willingness and ability to attend and actively participate in organised Club-member social calendar events, and act as the host (be the face of the Club), in a front-of-house capacity</li> </ul>
Experience and knowledge	<ul style="list-style-type: none"> <li>• Experience and knowledge of the contemporary hospitality environment</li> </ul>
Personal attributes	<ul style="list-style-type: none"> <li>• Genuine interest in sailing and the Darwin Sailing Club</li> </ul>