

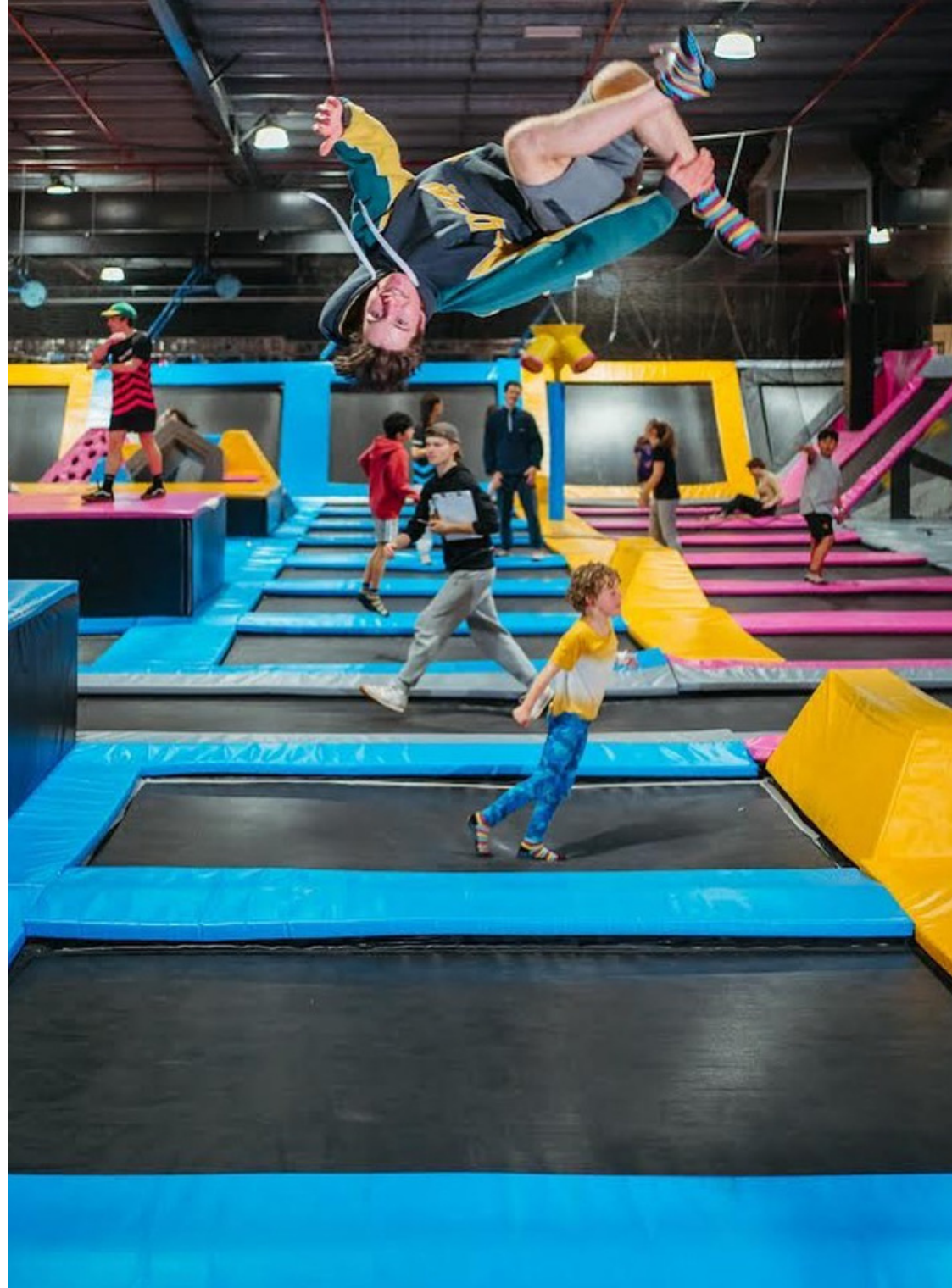
BOUNCE^{INC}

FREE SPIRITS UNLEASHED

**Venue Manager
- Glen Iris**

BOUNCE Inc

SPORTSPEOPLE
RECRUITMENT



- **Build your management career working with young people**
- **Run an exciting standalone venue within a fast-growing national network, supported by robust business systems**
- **Awesome culture, bonuses and benefits!**
- **Glen Iris location (or other venues across Melbourne)**

About BOUNCE Inc

BOUNCE is a fast growing, category leading and culture-led business.

BOUNCE venues provide a range of indoor activities based around trampolining, and adventure-challenge features. The business has a powerful brand and culture with world-leading customer satisfaction with the core purpose to have a significant social impact - **Inspiring Movement, Self-Expression & Human Connection** on a mass scale.

BOUNCE Inc Vision: To be... "Australia's most loved & dominant brand in indoor action adventure"

BOUNCE Inc Mission: "Bring the Love, Inspire Progression & Grow the Tribe." This is the call to action for all BOUNCE team members. The goal is to create magic moments and a sense of belonging for all guests, every session, every venue, every time.

BOUNCE Glen Iris

Each BOUNCE Inc venue welcomes over a million customers annually with all sites featuring more than 50 interconnected trampolines with the Big Bag, Slam Dunk and Dodgeball courts.

Being the first indoor trampoline centre in Australia, BOUNCE Glen Iris has hosted thousands of kids parties and countless amounts of jumpers. Glen Iris is also home to the famous BOUNCE X-Park obstacle course.



Venue Manager

Reporting to the Regional Manager, the Venue Manager will be responsible for the operational performance of a standalone venue, ensuring that each of the 1 million+ customers annually have an exceptional experience. Managing and motivating a team of venue staff and supervisors aged roughly 16-24 years old, the Venue Manager will follow the Management Mantra, leading the continuous growth and development of all throughout their BOUNCE journey.

The role has full accountability for sales and profit management (KPI goals include sales, occupancy rates, safety, customer/staff engagement, budget management, COGs and average spend) whilst ensuring the designed products are consistently delivered by the team to uphold BOUNCE's stringent safety standards and culture.

As Venue Manager you will be trained in BOUNCE's world best practice customer service delivery and venue management systems. You will lead and implement strategy to improve all KPI areas and ensure your venue is a loved, regular haunt for a diverse range of customer groups.

To be considered for this role you will be a vibrant and enthusiastic leader of people, with operational management experience and a strong sense of accountability and ownership towards meeting KPIs; specifically in relation to sales, customer experience, labour management and safety.

Dynamic, proactive and solution driven communication skills are key as this role will have a strong impact on culture. A passion for people and strong team leadership experience is required, ideally having managed young people aged 16-24. You will have the ability to lead from the front, working under pressure in a fast paced environment.

You may already have experience as a manager in a like-sized organisation or be ready for your next career step into this leadership role. Whilst experience with youth, sports or other relevant lifestyle brands is preferred, most importantly the Venue Manager needs to live and breathe the brand culture and values.

This is a unique opportunity to take your management career to the next level, within a fast-growing national network supported by an awesome culture and business systems.



Key Accountabilities

Customer Experience & Delivery

- Facilitate a culture where customers feel welcomed, free and supported
- Ensure all team members and site operations are driven by a strong commitment to customer satisfaction
- Monitor customer satisfaction NPS and customer feedback, and taking appropriate action

Leadership

- Be an inspirational leader who drives an exceptional working culture by managing and motivating the management team and team members to increase sales, achieve consistent operational delivery of an awesome customer experience and continuously evolve the BOUNCE team vibe
- Attend and facilitate management and team meetings; updating on strategy, business performance, new initiatives and other relevant issues to ensure engagement and purpose
- Oversee venue checklists and quality assurance

Safety, Repairs & Maintenance

- Be accountable for safety and security issues and reporting at venue level
- Be leaders in safety by ensuring a safe environment for all customers, team members and contractors by following all safety systems and standards
- Ensure all team members are up-to-date on safety procedures and hold relevant and current training and qualifications (e.g., First Aid, WWCC)
- Manage preventative maintenance of all facilities and equipment and log appropriately.

Sales & Customer Engagement

- In collaboration with the HQ marketing team, utilise sales, events and marketing initiatives in the pursuit of full occupancy
- Drive repeat business with existing customers and convert “warm leads” to increase sales
- Promote the venue locally by building relationships with schools, sporting communities, local organisations and the community in general
- Keep the team informed of goals and action plans
- Ensure all venue signage and collateral remains fresh and up to date
- Manage relationships with Full Venue Hirers

HR Management

- Recruit and induct team members who embody the BOUNCE brand and values
- Complete and/or oversee rosters to ensure appropriate staffing levels
- Invest in training, development, recognition and engagement of team members
- Promote a feedback culture by conducting regular meetings, performance appraisals and development plans with direct reports
- Develop an internal succession plan and help identify and train team members accordingly
- Ensure all labour laws and policies are adhered to
- Seek advice and guidance from the People and Culture team at HQ where required

Financial Management

- Manage expenses within budget
- Analyse business KPIs such as sales, occupancy rate, average spend, labour, cost of goods sold and implement action plans to improve

Stock Management & Merchandise

- Oversee systems for stock control, rotation and food storage, cost of goods sold, and food safety, ensuring staff are adequately trained

Presentation & Cleanliness

- Ensure all venue areas (Reception, Tuck Shop, Party Rooms, Trampoline and activity areas) the excellent presentation and cleanliness of in a way that represents the brand

Values & Behaviours

- Lead by example by living BOUNCE Values on a day to day basis and encourage and help all team members to do the same
- Take every opportunity to promote the BOUNCE Vision, Values and Culture both internally and externally

Performance KPI's

The Venue Manager's success will be measured by:

- Sales
- Labour to Sales Ratio
- Customer Feedback / NPS
- Venue Presentation
- Safety and Injury Management
- Staff Engagement eNPS

Why BOUNCE Inc?

Work in an awesome culture with a wide range of accessible support.

Your personal growth will be encouraged and supported by a highly structured operating system and personal development plan shaped and delivered with your Regional Manager. You will become adept in managing a range of systems, tools and drivers to deliver predictability of business performance across a holistic range of KPIs.

Additional to this, you are entitled to a generous bonus structure, only 1 weekend day of work required, Bonus Day Off (BDOs) once a month and limited night work only on occasion. And free BOUNCING at any BOUNCE location nationwide, plus friends and family discounts.

Management Mantra

A core part of BOUNCE's ability to deliver upon their Purpose, Vision and Mission is the alignment of our management team and all our efforts, which are underpinned by the Management Mantra.

Champion Teamwork

- Authentic Collaboration
- Ownership & Accountability

Succession Driven

- Aim High
- Celebrate the Wins

Constantly Upgrading

- Better ways of working
- Personal Evolution

Selection Criteria

In addition to demonstrating **relevant experience across the core functional areas of responsibility identified in this Position Overview**, candidates applying for this role will require a range of personal and professional skills, including:

- A strong sense of accountability and ownership
- Strong, proactive and solution driven communication skills with an ability to work with the team, build culture, and lead from the front
- Ability to work under pressure in a fast paced environment
- Strong experience in team leadership and people management, ideally leading young people aged 16-24
- A champion for an exceptional customer experience, with the ability to coach and mentor others
- A commercial mindset, with the ability to actively manage and work towards KPI's, specifically in relation to sales, customer experience, labour management and safety
- Ability to follow and execute to standard operating procedures, whilst also being able to provide insights and ideas as we strive to constantly upgrade systems
- Willingness to roll up your sleeves to ensure the smooth operation of a complex venue, ensuring exceptional cleanliness and presentation and all equipment safe and well maintained
- Ability to create and maintain strong relationships with Head Office departments and national management teams



Hours of Work

This is a permanent full time position of 38 hours per week. Given the nature of the position candidates must be flexible and willing to work outside of office hours from time to time, including evenings (only on occasion) and weekends (only 1 weekend day per week), to cater for the needs and operations of the Venue and its users.

Managers also receive a monthly Bonus Day Off, as well as a day off for their birthday - equaling 13 extra days off per year!

Location

BOUNCE Glen Iris is located at 2 Weir Street, Glen Iris, VIC, only a 250m walk from Tooronga Train Station.

Opportunities may exist at other BOUNCE Inc venues in Melbourne. You are welcome to discuss this with Sportspeople Recruitment prior to applying.

Remuneration Guide

An attractive remuneration package will be available to the successful candidate, negotiable depending upon skill level and experiences. Venue Managers are also entitled to a generous bonus structure (paid monthly). At the time of applying, candidates are invited to indicate their current salary and salary expectations.

Candidates are invited to discuss their salary expectations with Sportspeople Recruitment prior to applying.

Website and Social Media

For more information and news items on all facets of activities, services and programs, visit:

BOUNCE Inc website: bounceinc.com.au

Facebook: facebook.com/freejumping

Instagram: instagram.com/bounceinc

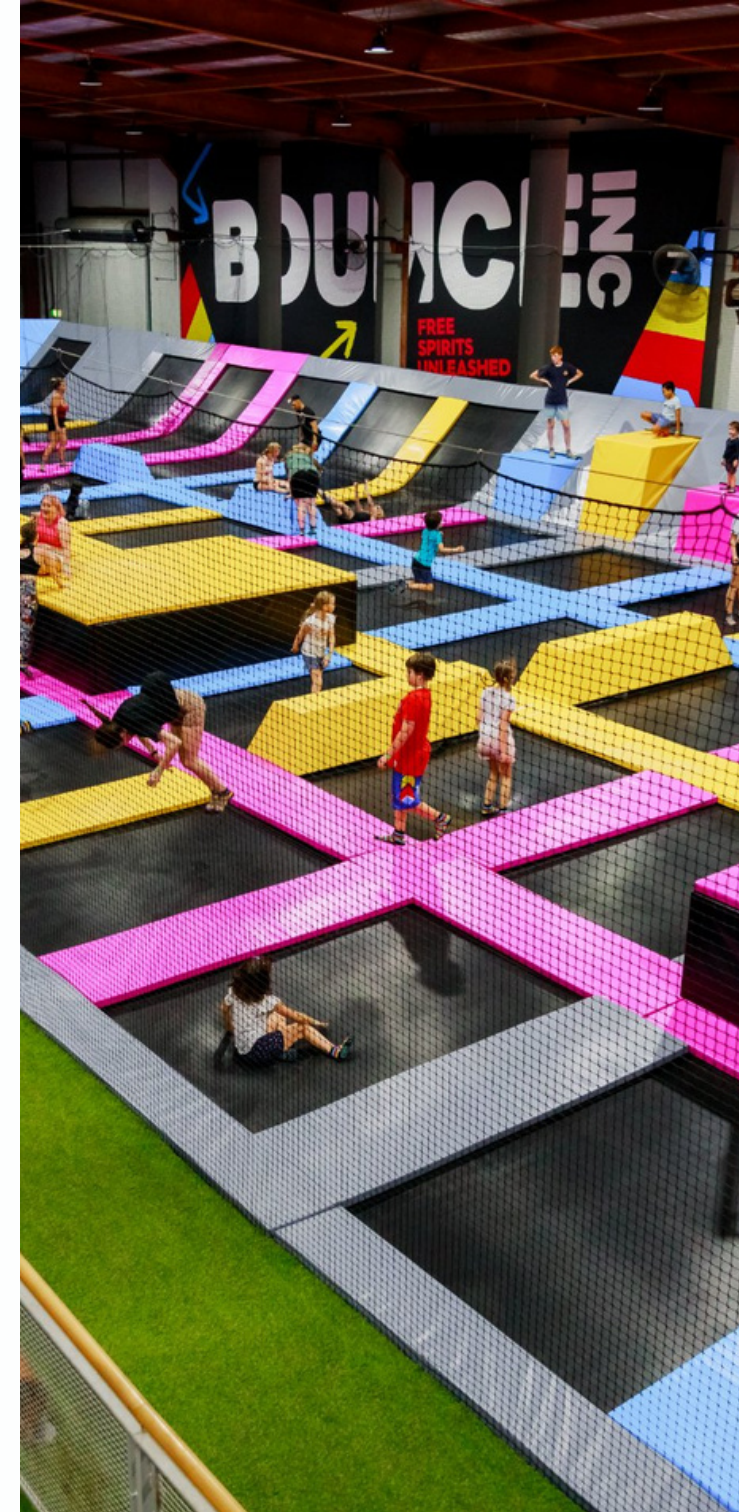
YouTube: youtube.com/BounceTrampolinePark

Residency and Immigration

Candidates must be an Australian Citizen / Permanent Resident or have unlimited working rights within Australia to be considered for this position.

Timelines

Final interviews and the appointment of this role is scheduled for March, 2023. The successful candidate would be expected to commence duties as soon as possible, mindful of general availability and notice periods.



Please apply now to avoid missing out!

Please note Sportspeople Recruitment will commence screening and interviewing for this role immediately.

If you are intending to apply, please do so now. We reserve the right to close the role early if sufficient merit applications are received.

Candidates must complete and submit the COMPULSORY **Sportspeople Recruitment Application Form** at the time of applying. The form is available as a download at the Sportspeople Recruitment website listing for this role and contains questions against which we require your specific response prior to considering your application.

Sportspeople Recruitment prefers a 1-2 page letter of introduction and an accompanying CV of no more than 6 pages, merged into the Application Form as one MS Word file.

Apply to

Your application should be sent electronically via the "apply now" link at the advertisement via sportspeoplerecruitment.com/jobs

Enquiries

In the first instance general enquiries should be directed to **Scott Oakhill on 0408 258 337** or **FREECALL AU 1800 634 388** or **+61 2 9555 5000** or via jobs@peoplerecruitmentgroup.com.

About Sportspeople Recruitment

The Venue Manager - Glen Iris, BOUNCE Inc search and recruitment process is being managed exclusively by **Sportspeople Recruitment**.

Sportspeople Recruitment is a leading executive search and recruitment firm servicing sport business. Celebrating 27 years in 2023 our curated Talent Network has been developed as a result of successfully filling thousands of roles across the A-Z of sport business employers. We offer the most experienced Consultant team in the market available to assist with executive search, general recruitment, hiring strategy, remuneration planning and executive/Board advice.

We are delighted to have been appointed by Bounce Inc as the exclusive search partner for the Venue Manager - Glen Iris position.

Merit Recruitment

Don't meet every single requirement? Studies have shown women and minority groups are less likely to apply for jobs unless they meet every single qualification. **Sportspeople Recruitment has a reputation as a leader in merit recruitment.**

Everything we do has a focus on presenting the best candidates to our client Employer whilst maintaining a commitment to do what we can to address the imbalance of under-represented groups in leadership positions.

If you believe you have what it takes to perform this job but don't tick off every single qualification and experience we've listed, we encourage you to focus on the strengths, experience, qualifications and soft-skills you do have as the reasons you should apply. Believe in yourself and if still in doubt call our Consultant for a quick chat or simply apply. Without an application we can't consider you and we'll never consider your application a waste of our time.

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