Stadium Director - Position Description

POSITION TITLE	Stadium Director
DEPARTMENT / INDUSTRY	Marion Leisure & Fitness Centre (MLFC), Recreation
AWARD / AGREEMENT	Fitness Industry Award 2020
CLASSIFICATION / GRADE	Level 7

About YMCA South Australia

"We work together from a base of Christian values to provide opportunities for all people to grow in body mind and spirit" (our mission).

YMCA South Australia is an accredited social enterprise, non-profit, and locally governed leader in our sector, serving the South Australian community for more than 175 years. With more than 1,200 like-minded colleagues (and growing), we deliver programs and services across the state in settings including schools and early learning centres, community recreation centres, swimming pools, gymnastics centres, allied health services, health and fitness facilities, community centres, camps and youth services.

Our aim is to develop the whole person, helping all South Australians connect with a better life. Not only their physical fitness and capabilities, but also their sense of identity, purpose, hope and dignity; psychological health; resilience; social connectedness; lifelong learning; and their own contribution back into the community. All the elements that together constitute a full, healthy, productive, and satisfying life. We bring all of this together through an integrated social impact framework, so our efforts add up to something greater than any single program.

As a preferred employer, we invest in our people as much as we invest in our community.

Our vision (FY27-30) is **"Whole people. Strong communities. South Australia flourishing."**

The Y Factor

YMCA South Australia's culture is characterised by what we call "the Y Factor" – **"genuine care for the whole person, for every person."** This ethos runs deep at the Y, being evident in our rich history of positive change around the world. This kind of authentic concern for others opens the opportunity for deeper and more profound impact – both on the community's wellbeing and our own as staff and volunteers. The YMCA is an environment in which everyone is to be recognised and appreciated as the unique and inherently valuable person they are. A place in which every person can "grow in body, mind and spirit".

For further information regarding YMCA South Australia, please visit www.sa.ymca.org.au.

Position Summary and Requirements

"As a member of staff at YMCA South Australia, this position requires you to work as part of a team committed to goals and mission that actively fosters community participation and involvement."

As Stadium Director at Marion Leisure & Fitness Centre, you will take the helm of a dynamic three-court sports stadium that sits at the centre of community life. From YMCA sports competitions to children's activities and major events, you will drive the programming, partnerships, and culture that make this facility a destination for participation, connection, and wellbeing.

This is a high-impact leadership position. You will build and nurture relationships with community sporting clubs, event groups, and local schools, turning stakeholder engagement into meaningful, lasting partnerships that fuel participation and growth. Your ability to connect with people and champion the value of community sport will be central to your success.

Leading a diverse team across stadium sports, officiating, and children's programs, you will set the standard for service excellence, accountability, and collaboration. Strong planning, reporting, marketing, and communication skills will underpin your ability to deliver results and inspire those around you.

You will bring a forward-thinking mindset to the role, drawing on industry knowledge, innovation, and experience to identify new opportunities for program development, revenue growth, and community impact. Every decision you make will be guided by a commitment to achieving business objectives while genuinely enriching the lives of the people you serve.

As a vital member of the Centre Leadership Team and second-in-charge to the Centre Manager, you will play a defining role in shaping a high-performing, values-driven culture. By embodying the YMCA's "Y Factor" values and leading with energy, purpose, and a passion for wellbeing, you will help set the tone for the entire centre.

Areas of accountability	Key duties
Operations	• Lead the performance of stadium sports (social and school), booking allocation and event coordination, including KPIs, program growth, customer satisfaction and safety. • Benchmark systems and processes, and identify opportunities to diversify programs to meet community needs, in collaboration with the Centre Manager. • Manage all stadium bookings end to end, including quoting, court allocation, confirmation letters, payment collection and stakeholder communication. • Coordinate the stadium schedule with community user groups, competitions and ad-hoc hires, and keep the booking system accurate. • Invoice user groups, follow up aged debts and track income against budget. Produce revenue and budget reports as required. • Manage all centre competitions and programs, including Netball, Futsal, Volleyball, Badminton and Pickleball.

	• Coordinate children's programs, including birthday parties and school holiday programs. Work with Marketing to promote them. • Ensure programs are safe, well resourced and equipped, including weekend and evening social sport. • Communicate program changes and interruptions to members and guests in a timely, accurate way. Provide best-practice sales and service. • Coordinate customer feedback and NPS responses for your areas, and use them to drive improvement. • Ensure stadium courts are safe, clean and well presented. Report maintenance issues and broken equipment to management. • Carry out direct service duties (CSO and Duty Manager) as rostered. • Report incidents and accidents on court or in programs, following YMCA procedures. Perform other duties as required and comply with reasonable directions.

People	• Lead and direct the stadium team, including Duty Managers, Stadium Program Attendants, Birthday Party Hosts and Umpires/Referees. Attendants, hosts and officials report to both the Stadium Director and the Duty Managers.
	• People management and culture: lead by example and promote a culture that encourages the development of staff and volunteers through:
	  ○ succession planning;
	  ○ recognition, performance development; and
	  ○ learning and development.
	• Contribute to recruitment and onboarding of stadium staff in line with YMCA's recruitment and selection policy, in consultation with the Centre Manager.
	• Coach, mentor and inspire the Duty Managers and stadium team through clear goals and performance expectations, appropriate delegation and ongoing professional development. Contribute to performance reviews in consultation with the Centre Manager.
	• Take ownership of people and culture results in the stadium team, and drive a high-performance, team-oriented culture.
	• Support staff relations and resolve day-to-day conflict. Refer formal performance, disciplinary, and dispute matters to the Centre Manager.
	• Oversee rosters under the guidance of the Centre Manager, with two weeks' notice to employees.

Stakeholder Engagement	• Develop and maintain excellent relationships with the community, members, user groups, schools, sporting associations and student families.
Work, Health & Safety (WHS)	• Promote a positive safety culture by contributing to health and safety consultation, communication, and action.

	• Immediately report (and where possible rectify) any issues / areas of risk that could compromise patron / staff safety. • Maintains currency of knowledge regarding WHS legislation and best practice. • Ensures organisational compliance with relevant WHS legislation and regulations, and compliance with related YMCA WHS and Incident policies, procedures, and work practices. • Provides strong and consistent leadership in the creation and maintenance of safe workplace environments across the facilities. • Consistently communicates that staff, volunteers, clients, and visitors are personally and collectively responsible for working and acting safely, including adhering to YMCA WHS policies, procedures and practices.

Key Relationships

Reporting to:	Centre Manager
Direct Reports:	Duty Managers Stadium Program Attendants Birthday Party Hosts Umpires / Referees
Key Internal Relationships:	Head of Sport & Recreation YMCA South Australia staff and volunteers YMCA staff nationally
Key External Relationships:	City of Marion employees Community groups Industry peak bodies and sporting associations (Basketball SA, Netball SA, and futsal, volleyball, badminton and pickleball bodies) Patrons and key stakeholders of YMCA South Australia
Safeguarding Category	Child-Facing Role

Selection Criteria

Qualifications and Licences – Essential

- National Police Check (NPC) (must be within 6 months of issue date).
- International police check (for applicants who have worked overseas in the last 5 years).
- DHS South Australian Employment Working with Children Check (WWCC).
- RRHAN-EC Masterclass – Responding to Risks of Harm, Abuse and Neglect – Education & Care.
- Relevant tertiary qualification in Sport & Recreation or related field.
- (HLTAID003) Provide First Aid or equivalent.
- (HLTAID001) Provide CPR or equivalent.

Qualifications and Licences – Desirable

- Food Safety Course.

Knowledge and Experience – Essential

- Minimum 2 years' experience in the sport and recreation industry.
- A strong and inspiring leader of people who will support teams to achieve YMCA Vision, Mission and Goals.
- Excellent interpersonal skills and highly developed communication skills.
- Assigns clear accountability and ensures continuous improvement.
- Research and investigation skills.
- Proven capability to build strong and positive relationships with key stakeholders, including consultation and engagement to maximise outcomes.
- Ability to maximise participation and financial return to the YMCA.
- Fosters a learning environment embracing diverse abilities and approaches.
- Ability to problem solve and create solutions.
- Experience in stadium or competition management, including bookings, invoicing and budget tracking.

Personal Attributes

- Demonstrates a commitment to the YMCA's mission and can role-model the "Y Factor" to others.
- Creates a fun and exciting work atmosphere that is hardworking, and goal orientated.
- Demonstrated ability to work effectively both independently and as part of a team.
- Creates a welcoming atmosphere by engaging all people in a friendly and approachable manner.
- Works as part of a team and shows professionalism.
- Punctual in both attendance on shift and attendance at staff meetings.
- Promptly responds to customers' needs or concerns.
- Recognises and acts on the need for support and will accept and delegate responsibility when required.
- Models, demonstrates, and teaches positive values like caring, honesty, respect, and responsibility.
- Maintains high standards of presentation and personal grooming.

Safeguarding Children and Young People

For young people to be inspired, they must Feel Safe and Be Safe. As part of our Safeguarding Strategy at the Y, we have developed our Safeguarding Framework which aspires to ensure that all Children and Young People are safe and feel safe at the Y, in their families and in their communities.

Our Safeguarding Framework aims to develop:

- A safe culture nationally which empowers Children and Young People by promoting Children and Young Person focused leadership and governance.
- Safe operations to ensure Y People have the right policies, processes and practices to keep Children and Young People safe; and
- Safe environments at the Y and in communities which empower Children and Young People to thrive.

All Y People are integral to ensuring the implementation of our Safeguarding Framework across the Y. Y People in Direct Contact Roles will do this by:

- Upholding the rights of and always acting in the best interest of Children and Young People.
- Fulfilling your responsibilities under safeguarding legislation within your State, including declaring anything you become aware of through the course of your engagement with the Y which a reasonable person would consider could impede your suitability to have contact with Children and Young People.
- Supporting your colleagues, supervisors and/or direct reports to understand their responsibilities under safeguarding legislation.
- Participate in all required Safeguarding Children and Young People training for your role.
- Report any suspicions, concerns, allegations or disclosures of alleged child abuse or neglect in line with policies and procedures.
- Actively participate and contribute to continuous improvement of Safeguarding policies, procedures and practices.
- Maintaining appropriate vetting checks including, but not limited to, Working with Children Checks (or equivalent), National Police Check and International Police Check (as required).
- Support the facilitation of safe operations to ensure Y people have the right policies, processes, and practices to keep children and young people safe.
- Speaking up about any safeguarding risks and/or concerns to ensure that you are supporting the continuous improvement of our spaces and safeguarding practice.
- Complete appropriately detailed risk assessments to address any vulnerabilities to children and young people as required.
- Empower all children and Young People to have a voice particularly in matters that affect them.
- Actively educate, promote and advocate the protection and safety to all children and young people, families and their communities.

Work Health and Safety

You will be required to:

- Familiarise yourself with all policies, procedures, and work practices of YMCA South Australia.
- Maintain currency of knowledge in relation to work health and safety.
- Maintain a working knowledge and understanding of your centre's Emergency Action Plan.
- Take responsibility for your own health and safety and the safety of the work environment.

- Ensure that your actions and omissions do not adversely affect the health and safety of other persons.
- Comply with all reasonable instructions in relation to work health and safety, including YMCA South Australia's policies and procedures as amended from time to time.
- Assist YMCA South Australia to provide an inclusive workplace by adhering to YMCA South Australia's Access and Inclusion Policy and applicable equal opportunity laws as amended from time to time.
- Inform your manager of any issues or concerns that may affect your ability to perform your role safely.
- Promote a positive safety culture by contributing to the health and safety consultation, communication, and action.
- Respond to plant and building emergencies and act as chief warden in an emergency evacuating the Centre if required.

Approval of Position Description

Date created or revised:	October 2026
Approved by:	Craig Hortin | Head of Sport & Recreation

Acknowledgement of Incumbent

I acknowledge that I have read and understood the requirements of this position.

Name:	
Signature:	
Date:	