

We're Hiring – Duty Manager (Gaming & Club Operations)

We are seeking an experienced and professional Duty Manager to join our Club and play a key role in overseeing gaming operations, managing staff, and supporting the smooth day-to-day running of the business.

This role is suited to someone who leads by example, is confident managing compliance and customer experience, and enjoys working in a dynamic club environment. You will be responsible for supervising gaming operations, coordinating staff across departments, handling member and guest enquiries, and supporting overall club operations during your shifts.

The position operates on a rotating roster with varying hours, including evenings, weekends, and public holidays. Flexibility and reliability are essential.

Key responsibilities include:

- Supervising and managing gaming operations in line with legislative and Club requirements
- Leading, supporting, and rostering staff across operational areas
- Acting as the lead point of contact during shifts
- Assisting with business operations, reporting, and compliance
- Ensuring excellent customer service and a safe, welcoming environment. You are the representative of the Club and are relied on to present yourself as authentic, helpful, and efficient to all customers.

The successful candidate will demonstrate:

- Previous experience as a Duty Manager or in a similar supervisory role
- Strong knowledge of gaming operations and compliance (or willingness to obtain required certifications)
- Excellent leadership, communication, and problem-solving skills
- A professional, calm approach in a fast-paced environment

We offer a supportive workplace, ongoing development, and the opportunity to be part of a respected and community-focused Club.

If you are looking for a leadership role where you can make a genuine contribution, we would love to hear from you.

Please send your resume and a brief introduction to ceo@benallabowlsclub.com