

Night Operations Manager

Responsible to – Operations Manager



The Night Operations Manager is responsible for overseeing and coordinating all casino floor operations during night trading hours. This role ensures operational continuity, regulatory compliance, guest safety, service excellence, and effective cross-department coordination when senior day management is not on site. The Night Operations Manager maintains strong visibility across all F&B outlets, gaming floor and public areas, proactively manages operational risks, supports staff performance, and ensures a safe, compliant, and welcoming environment for guests.

I Have these Skills:

- Ability to observe, listen, and understand operational needs
- Integrity and professionalism
- Calm, confident decision-making under pressure
- Cultural awareness and team focus
- Strong communication and leadership presence
- Proactive and solution-oriented mindset
- Commitment to guest safety and service excellence
- High attention to detail

WHAT - Experience and competency I have

- AQF Certificate II or III in Hospitality, F&B, Gaming, or related field
- At least 3 years of relevant supervisory experience OR
- At least 3 years of relevant industry experience in lieu of formal qualifications
- Ability to obtain and maintain a Casino Operatives Licence
- Demonstrated competency in customer service, compliance, and staff supervision
- Proven experience in casino, gaming, hospitality, or night operations leadership
- Strong understanding of F&B, gaming floor operations and regulatory requirements
- Experience supervising staff across multiple departments
- Ability to manage incidents, escalations, and service recovery professionally
- Sound knowledge of responsible service of alcohol and NT alcohol regulations
- Sound knowledge of responsible gambling obligations
- Sound knowledge of dealing with misbehaving patrons and how to safely remove them
- Strong organisational and reporting skills
- High level of situational awareness and risk assessment
- Ability to work night shifts, weekends, and public holidays
- Clear verbal and written communication skills
- High level of quick decision making
- Professional presentation and conduct at all times

WHY - I do what I do

- To ensure safe, compliant, and efficient casino operations during night trading
- To protect Lasseters' licence, reputation, and guests
- To provide visible leadership and support to night shift teams
- To uphold service standards when senior leadership is off-site

- To identify and resolve operational issues proactively

HOW – Key responsibilities

Night Operations & Floor Leadership

- Maintain strong visibility across all F&B outlets, gaming floor and public areas throughout the shift
- Touch base with the Supervisor during shift changeovers within F&B, Gaming and Security
- Liaise with VIP / Member Hosts and identify any scheduled events or promotions
- Touch base with Pit Boss / Table Games leadership
- Observe and assess the general state of the gaming floor, including:
 - Chairs, glassware, cleanliness, and presentation
 - Faults or hazards requiring attention
- Ensure bars, TAB & Keno areas are clean, operational, and compliant

Guest Experience & Behaviour Management

- Monitor guest behaviour including:
 - Intoxication signs
 - Button bashing
 - Credit surfing
 - Humbugging (including repeated complaints or behaviours impacting attendance)
 - Visible distress, irritability, or agitation
 - Volume of voices and disruptive behaviour
- Support staff in managing difficult interactions professionally

Responsible Gambling & Compliance

- Actively observe for responsible service of alcohol and problem gambling indicators, on acceptable behaviour
- Escalate concerns to Supervisors in line with Responsible Gambling procedures
- Ensure all gaming and liquor compliance obligations are met

Staff Leadership & Visibility

- Always maintain visible leadership presence on the floor
- Support F&B staff, EG staff, Dealers, Security, and Supervisors during night operations
- Observe staff performance and raise any concerns to Department Heads
- Ensure staff are following procedures, internal controls, and service standards
- Ensure quality of service, food, and overall impression

Incident Management & Reporting

- Respond to incidents, guest complaints, and operational issues promptly
- Liaise with Security and Surveillance where required
- Ensure accurate documentation and reporting of incidents and observations
- Provide end-of-shift updates or reports as required

We Value – Our People, Our Team

We offer you

- 25% discount on food and beverages across Lasseters operations
- Discounted Health Club membership and Day Spa treatments
- IHG Employee Benefits Program
- Meals provided while on eligible shifts
- Uniforms provided and laundered
- Training, professional development, and career progression pathways
- Staff and family social events