

Job description

Community Manager

Touch New Zealand

REPORTS TO Chief Executive

Location – Touch NZ office in Auckland

Key Relationships:

- The community sector team
- Touch NZ sector managers
- Touch NZ Provincial Associations
- Sport New Zealand
- Auckland Council
- Aktive Auckland
- Regional Sports Trusts
- The Touch NZ Game Development Panel
- The Touch NZ Referee Advisory Panel

DATE CREATED January 2017

PURPOSE OF THE ROLE

(Summarise the main purpose of the role in 1 or 2 sentences)

- Manage the community sector team
- Establish and manage an active working relationship between Touch NZ and each Provincial Association based upon trust, integrity, and aligned strategy to grow the sport of Touch across New Zealand
- Operationally support the implementation of development structures within each Provincial Association based upon insights work and established need
- Align all Provincial Associations with Touch NZ strategy and outcomes
- Health and Safety manager for Touch NZ

KEY ACCOUNTABILITIES

Key accountabilities:

Primary

1. Manage the community sector team, including performance management of all staff in the Community sector team
2. Implement a strategic plan, aligned to the Touch NZ strategic plan, within each Provincial Association
3. Implement an annual planning and budgeting process within each Provincial Association
4. Support all Provincial Associations to establish a human resource structure that meets the needs of the Province and/or Region
5. Implement an agreed annual commitment and service contract with each Provincial Association with specific agreed outcomes aligned to the Touch NZ strategic plan, annual plan, and Sport NZ agreed sport outcomes
6. Manage the annual performance statistical analysis for Touch New Zealand and report to Sport NZ using the agreed templates and reporting methodology
7. Support the process of any partnership development between Touch NZ and any other like sporting bodies, aligning Provinces and Modules/competitions where possible and appropriate
8. Develop and produce Module management resources and best practice for distribution to the Provincial Associations and Modules
9. Develop and produce Provincial Association management resources and best practice for distribution to the Provincial Associations and Regions
10. Manage the requirements of the Touch NZ “spaces and places” planning, implementation, and outcomes, as agreed with Sport NZ and assigned by the Chief Executive, including sourcing a “home of Touch” and appropriate office space for Touch NZ
11. Manage the requirements of the Touch NZ “provider network” planning, implementation, and outcomes, as agreed with Sport NZ and assigned by the Chief Executive
12. Manage the requirements of the Touch NZ “insights” planning, implementation, and outcomes, as agreed with Sport NZ and assigned by the Chief Executive
- 13.

Management Team

14. Assist and support the Chief Executive in the implementation of the organisations strategic objectives
15. Manage and achieve specific objectives of the organisations annual plan as agreed with the Chief executive
16. As part of the management team provide collective leadership for Touch NZ
17. Represent Touch NZ to internal and external stakeholders as required by the Chief executive

General

18. Designated Health and Safety Officer for Touch New Zealand, including overseeing the implementation and management of the Touch NZ H&S and Wellbeing policy and processes
19. Manage the process of aligning Provincial Association and Module/competition H&S to Touch NZ H&S policy and strategy
20. Support the Chief Executive in the development and management of organisational policies and process
21. Provide Board reporting for the community sector, to the Chief executive, on a monthly basis
22. Report risk issues to the Chief Executive and provide assistance in resolving risk where identified
23. Provide support and assistance to all other TNZ staff in the delivery of their areas of responsibility as directed by the Chief Executive
24. Provide Tournament and support services as directed by the Chief Executive

KEY PERFORMANCE INDICATORS

KPI's are to be developed on an annual basis by negotiation between the Chief Executive and the position holder. Reporting of the position holders achievement against KPI's is to be from the position holder direct to the Chief executive

CORE CAPABILITIES

Professionalism: an outstanding ethical and values-orientated approach to work, excellent presentation and a commitment to completing all work to the highest standard.

Leadership: ability to interact with people from a variety of backgrounds; make decisions independently and as part of a team; work collaboratively with staff; initiative to work independently; a demonstrated ability to ensure compliance with business decisions and ability to manage and resolve conflict situations.

Communication: ability to communicate effectively and accurately with board members, staff and stakeholders; ability to simplify communicate complex information; excellent customer service skills; ability to produce high quality reports.

Relationship Management: ability to initiate, develop and enhance relationships with key internal and external stakeholders

Organisation and Planning: Excellent attention to detail; excellent administration and record-keeping skills; high level of organisational skills; ability to plan and achieve objectives.

Personal Attributes: enthusiasm; integrity, honesty, a commitment to excellence, high levels of motivation and initiative, personal commitment to continuous learning and development.

Delegations of Authority

Capital Expenditure	N/A
Operational Expenditure	As set in the annual budgets
Authorisation to Hire	As approved in advance by the Chief Executive
Authorised to sign Contracts	As approved in advance by the Chief Executive

Responsible For:

No. of Staff	8 in total, with 4 direct reports
Budget	As set in the annual budget and planning process
Revenue	\$
Gross Margin	\$
EBIT	\$

PROFESSIONAL & TECHNICAL CAPABILITIES

List the learned skills required for competent job performance

PROFESSIONAL:

Experience in the not for profit sector preferred
Proven volunteer management skills
Proven staff management skills

TECHNICAL:

Understanding of how Touch modules and Touch Provincial Associations operate
Understanding of Sport NZ and the Regional Sport Trusts structures within New Zealand
Understanding of Sport NZ and their interaction with National Sports Organisations

QUALIFICATIONS

ESSENTIAL:

A management qualification
Practical management experience

PREFERRED:

Management expertise in the not for profit sector
Management expertise within the volunteer sector

DECISION MAKING

Is the job holder required
to allocate staff or implement budgets?

Yes

No

What types of decisions are implemented?

Strictly Routine

Semi Routine

Routine

Varied

Difficult

What is the frequency of decision making?

Few decisions,
no great pressure.

Frequent similar
decisions, normal
pressure.

Frequent decisions, under
variable
but definite
pressure peaks.

Numerous and varied
decisions taken under
pressure/strict deadlines

Chief executive

Position Holder