

Job Description

General Manager Sport Operations

Touch New Zealand

REPORTS TO Chief Executive

Location – Touch NZ office in Auckland

Key Relationships:

- The Sport Operations team
- Touch NZ sector managers
- Touch NZ Provincial Associations
- Sport New Zealand
- Auckland Council
- Aktive Auckland
- Regional Sports Trusts
- The Touch NZ Advisory Panels

DATE CREATED March 2018

PURPOSE OF THE ROLE

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

- Manage and develop a collaborative, connected, and aligned Sport Operations team that operates effectively within the wider Touch NZ organisational structures to meet agreed strategic outcomes
- A focus on people management, training and development with emphasis on agreed behaviours, organisational core values, and a customer service ethos
- A focus on growing the sport of Touch across New Zealand through appropriate delivery channels that are aligned to the Touch NZ strategic direction.
- Develop and implement a framework to support the aligned growth of the sport of Touch across New Zealand
- Health and Safety Manager for Touch NZ

KEY ACCOUNTABILITIES

Key accountabilities:

Primary

1. Manage and develop the Sport Operations team, including performance management of all staff in the Sport Operations sector, to ensure an aligned and connected sports operations team that operates with a collaborative and team focused perspective
2. Ensure the sport operations team develops and demonstrates a strong customer service focus across all levels of the sports structures
3. Deliver a team oriented approach to managing and delivering outcomes that aligns with agreed behaviours and organisational core values
4. Support the development of comprehensive written sector plans within the sport operations team, that are aligned with Touch NZ strategic outcomes, and form a master sport operations sector plan for Touch NZ
5. Provide clear, concise, and decisive direction to all sectors within the sport operations team
6. In consultation with our wider membership determine and implement appropriate delivery channels for the growth of the sport of Touch across New Zealand that is aligned to the Touch NZ strategic direction and is based upon an agreed framework
7. In consultation with our Provincial Associations develop and implement agreed individual growth and development plans, including member Module support and development, for the sport of Touch across New Zealand.
8. Manage the annual quantitative and qualitative performance analysis of Touch New Zealand and report to Sport NZ using the agreed templates and reporting methodology in April and June each year
9. Manage the requirements of the Touch NZ “provider network”, “insights”, and “spaces and places” planning, implementation, and outcomes, as agreed with Sport NZ and as they relate to the sport operations team.
10. Oversee the training and development of all staff within the Sport Operations sector
11. In consultation with the Finance Manager and Partnership Manager oversee and implement joint sector training and development opportunities within Touch NZ
12. Oversee, manage, and implement the annual Provincial Association conference
13. Support the Chief Executive as part of the senior management team

Management Team

14. Assist and support the Chief Executive in the development, implementation, and delivery of the organisations strategic objectives
15. Manage and achieve specific objectives of the organisations annual plan through the sport operations team, as agreed with the Chief Executive
16. Identify and create opportunities for the organisation through research, analysis, and development of business cases (insights) for areas of operation or investment
17. As part of the senior management team provide collective leadership for Touch NZ
18. Work closely and collaboratively with the Finance Manager in ensuring a high level of oversight of the financial performance of all sectors within the sport operations team
19. Work closely and collaboratively with the Partnership Manager to ensure a high level of connectivity and alignment between the sport operations team and the partnerships and communications team
20. Effectively and positively represent Touch NZ to all internal and external stakeholders at all levels

General

21. Designated Health and Safety Officer for Touch New Zealand, including overseeing and managing the Touch NZ H&S and Wellbeing policy and processes
22. Manage the process of aligning Provincial Association and Module/competition H&S to Touch NZ H&S policy and strategy
23. Be conversant with and support the Chief Executive in the development and management of organisational rules, policies, processes and the constitution of Touch NZ.
24. Provide Board reporting for the Sport Operations team to the Chief executive on a monthly basis
25. Report risk issues to the Chief Executive and provide assistance in resolving risk where identified
26. Provide support and assistance to all other Touch NZ staff in the delivery of their areas of responsibility as directed by the Chief Executive
27. Establish and nurture a strong working relationship with the Game Development Panel and the Referee Advisory Panel to ensure connectivity between the panels and linkage with Touch NZ strategic outcomes and appropriate reporting to Touch NZ senior management
28. Attend appropriate professional development courses, workshops, and meetings which will add to the development of the skills related to the position of General Manager Sport Operations.

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	10 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 is an advantage
Proven volunteer management and development skills
Proven staff management and development skills

TECHNICAL:

Understanding of how Touch modules and Touch Provincial Associations operate would be an advantage
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
Leadership capability at a senior management level

PREFERRED:

People management and development skills

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