

Appendix 2

POSITION DESCRIPTION
Revision Date: October 2021

Position Title:	Centre Relationship Manager		
Work Area:	Community Netball	Reports to:	Community Netball Manager
Responsible for:	Grow and strengthen Centre capability Growing netball participation Support capability of wider netball system		
Geographic area:	Auckland Regional Centres and Zone Area		
Employment Status:	Full Time		

Primary Purpose of Position	
<p>The Centre Relationship Manager (CRM) works at the community level focusing on allocated Centres to grow and strengthen their capability, including growing netball participation and building the capability/capacity of the wider netball system, and connecting stakeholders within the community netball environment.</p> <p>The core purpose is to build relationships with and understand the needs, and gather insights into, netball centres and their communities. These insights support the development of the Zone Community Netball Plan.</p> <p>The CRM will play an important part implementing NNZ's strategic plan and the Netball Northern Zone Community Netball Plan in order to:</p> <ul style="list-style-type: none"> • Grow and sustain netball Centres supporting their development of volunteers and administrators and growing participation numbers • Improve the capacity and capability of the Netball system to deliver quality netball experiences 	

Responsibilities & Measures	
Key Accountabilities	Critical Factors
Leadership	<ul style="list-style-type: none"> • Lead targeted projects identified in the annual Community Plan as required. • Act as the Participation Lead link to Netball NZ Participation Programme lead • Support the Community Netball Manager in the development of Zone funded projects, reporting and maintenance of budgets
Centre Relationship Manager	<ul style="list-style-type: none"> • CRM Centres: as allocated annually by Community Netball Manager • Build and maintain strong relationships with key personnel in allocated netball centres, schools, clubs, with community funders and sponsors, local council, aligned Regional Sport Trust and other external sporting bodies. • Lead the strengthening of allocated netball centre capability and capacity utilising partnership plans and CRM model • Use Insights and data to drive Centre's understanding of the needs and barriers to participation, and collaboratively develop strategies and programmes to overcome barriers and increase participation • Assist netball Centres with tournament and competition structures, innovation and growth opportunities • Assist netball centres with governance, strategic and operational planning, facility management which encourages quality netball experiences. • Assist netball centre volunteers and employees in the development of centre management systems and processes using best practice models • Assist netball centre's development of marketing strategies • Assist Centres with planning to recruit, retain and reward volunteers • Assist and advise on access to funding streams available

Responsibilities & Measures	
Key Accountabilities	Critical Factors
Project Implementation	<ul style="list-style-type: none"> • Support Northern Zone Centres who have NNZ Fast Five funding • Support Centres who are part of Cadbury Volunteer Capability Funding • Drive the Zone Netball Leaders funded projects • Prepare delivery plans and budgets (as required) ensuring that all programmes and projects are agreed upon with the Zone Community Netball Manager. • Support the planning and delivery of Zone events as requested by the Community Netball Manager
The Netball System	<p>Capability building:</p> <ul style="list-style-type: none"> • Ensure netball centres strategic and operational plans respond to community needs and contribute to NNZ strategic plan. • Work collaboratively with Zone Personnel and NNZ programme leads to ensure connectivity and delivery into Centres • Understand the operational needs of netball centres and provide support either directly or by sourcing from Regional Sports Trusts. • Ensure the Health and Safety responsibilities of netball centres are addressed, and each netball centre has a relevant Health and Safety Policy. • Produce reports (as required) in line with requirements from funders and NNZ. • Undertake any other tasks as requested by the Community Netball Manager to support the delivery of quality netball experiences and meeting the Zone Community Netball Plan.
Communication	<ul style="list-style-type: none"> • Achieve a high and positive profile for Netball Northern Zone with all activities. • Develop and maintain good working relationships and solid communication channels with the netball community. • Ensure that communication channels are maintained, regular and that key information is accessible and available • Contribute to the Zone Newsletter and Social Media by producing 'Good News Stories' which promote and demonstrate key successes to be shared with stakeholders.

Key Relationships	
External	Internal
<ul style="list-style-type: none"> • Netball New Zealand and other Zone Personnel • Netball Centre staff and/or volunteers • Clubs/schools • RST Community personnel • Regional Secondary Sport Directors • Local authorities 	<ul style="list-style-type: none"> • Zone CEO • Zone Community Netball Manager • Zone Performance team personnel • Zone Community Team Personnel • Other Zone staff

Delegation of Authority	
As per the Zone's Delegated Authority	

Core Competencies, Skills & Qualifications/Experience	
Competency	Descriptors
Specialist Knowledge and experience	<ul style="list-style-type: none"> • Relevant Tertiary Qualification and minimum of 3 years' experience working in a sports development role – experience in Netball is highly desirable. • Ability to identify and implement strategies to improve capability and capacity within the netball system. • Ability to identify and implement strategies to increase participation in the game in all areas and at all levels • Broad general management skills • Confidence to deliver presentations and facilitate sessions with diverse groups. • Experience in developing and successfully implementing projects and plans.
Leadership and strategic ability	<ul style="list-style-type: none"> • Strong stakeholder management with interpersonal skills and intrapersonal skills that generate mutual respect and trust. • Confident, decisive and objective with experience of making sound decisions especially under pressure. • Incorporates long term planning skills in making pre-emptive, strategic decisions. • Strong sense of accountability and desire to deliver against goals. • Comfortable giving and receiving constructive feedback to enhance performance. • Skilled at determining important issues, prioritising and multi-tasking.
Communication and Personal skills	<ul style="list-style-type: none"> • Written and oral presentations and communication is clear, concise, effective and persuasive. • Can communicate strategies, inspire and ensure 'buy in' from a diverse range of stakeholders across all levels of the game • Relates well to and can motivate diverse groups, with skills in working alongside and valuing volunteers. • Establishes and maintains effective relationships. • Is energetic, highly motivated, enthusiastic and considerate. • Understands and can work in a team environment.
Passion for Sport	<ul style="list-style-type: none"> • Appreciates the finer points of participating and competing. • Makes decisions with the best interest of sport in mind. • Has a good knowledge of sport in general and netball in particular.

Other
<ul style="list-style-type: none"> • Travel and work outside normal business working hours, in the evening and weekends, is expected