



Position Description

This position description provides an indicative outline of the purpose and accountabilities of the role. Specific performance objectives, measurements and expectations will be included in your agreed annual Performance and Development Plan.

Position Title	Team Operations Manager
Department	Performance
Reports To	Performance Manager
Direct Reports	Nil
Position Type	Full time contract (To 30 September 2019, with option to extend to 30 September 2020 by mutual agreement)
Location	University of the Sunshine Coast, Sippy Downs, Queensland
Date	October 2018

Introduction

The Sunshine Coast Lightning netball franchise is a joint venture between Melbourne Storm Rugby League Club and the University of the Sunshine Coast (USC) and was established in late 2016. The club is based at USC's Sippy Downs campus, on the Sunshine Coast in south-east Queensland.

Netball is the largest female participation sport in Australia. The Suncorp Super Netball (SSN) league is widely recognised as the best professional netball club competition in the world. The SSN competition showcases the Sunshine Coast region to a national and international audience.

The Club has experienced enormous success in its first two seasons, winning back-to-back premierships in 2017 and 2018, making it the most successful start-up professional sport team in Australian history.

The Club has been just as successful off-court, attracting a strong membership base, a diverse portfolio of international, national and local corporate partners, sold out home matches at USC Stadium and incredible engagement with the local community.

Sunshine Coast Lightning's vision, mantra and values are at the core of the organisation and provide the platform for its high performance culture.

Our **Vision** is *"to be a world class club that inspires, excites and values our people"* and we are proud to appoint people who share the Club's vision for performance excellence, both on and off the court.

Our **Mantra** *"above and beyond, for and with, together we strike"* demonstrates our collective approach and how we do it.

Our **Club Values** – *Passion, People, Point of Difference and Purpose* - underpin all that we do, and how we do it. Our Club Values drive our interactions with others, both internally and externally.

Position Purpose

The Team Operations Manager is responsible for the program and operational management of the Sunshine Coast Lightning team, to support the athletes, coaches and performance staff to ensure they are well prepared for on-court success. This includes team operations and logistics, team administration, compliance and integrity and athlete transition and wellbeing support.

Key Responsibilities

1. Team Operations & Logistics

- Act as the key contact for the athletes for all off-court matters and be the conduit between the team and the club and other key stakeholders to ensure all strategic and commercial objectives are achieved.
- Manage all off-court operations of the team including:
 - Book and manage all team travel requirements – flights, accommodation, airport transfers, ground transport, group check-ins, hotel room lists, team equipment, meals, etc
 - Book and manage all training venue requirements and ensure that court and training facilities are well prepared for each training session and competition and pre-season matches
 - Order and monitor all team related stock and supplies including team apparel, medical supplies and relevant training and recovery meals and equipment.
- Fulfil the role of match day Team Manager ensuring the role and all associated tasks are completed in accordance with the SSN Competition Rules. This includes:
 - Perform the role at all matches, including home matches at USC Stadium (or other venues as required) and travel to away matches and pre-season matches
 - Meet all competition deadlines for the submission of team lists
 - Liaise with Event staff to ensure the team are aware of, and meet, all pre and post-match requirements
 - Work to a detailed run sheet including accurate timings to the minute
 - Manage all competition requirements during the match, eg, team substitutions, bench set-up, etc
 - Coordinate the order and delivery of team post match meals
 - Ensure all team recovery requirements are in place, eg, ice baths
 - Ensure the team change room is prepared to assist with team performance as per the coaches' expectations
- Ensure players and officials are clothed in appropriate team wear at training sessions, when travelling, on game day and when interviewed by the media in accordance with Club and SSN policies.
- Assist the Performance Manager with the management of service provision.
- Coordinate the pre-season match program with other SSN teams, and manage all team operations and logistics for the pre-season.
- Liaise with Netball Northern Territory and assist with the coordination of operations and logistics requirements for Lightning athletes playing with the Territory Storm ANL team, and with matches played alongside Lightning matches.

- Assist the Community & Events Coordinator with the scheduling of player commercial and community appearances and the monitoring of player hours.
- Attend and contribute to regular internal and external meetings, including Performance team monthly meetings, and Netball Australia meetings.

2. Team Administration and Compliance

- Establish a comprehensive suite of policies and procedures that ensures integrity and accountability in the delivery of the role, and compliance with SSN Rules.
- Manage all reporting, communication and education requirements to ensure the team and club comply with all Netball Australia and integrity requirements.
- Manage all reporting, communication and education requirements to ensure the team and club comply with ASADA requirements, including completion of annual online courses, and whereabouts reporting.
- Assist with the development of the team's operations budget and manage expenditure within the approved budget.
- Ensure compliance of the team and staff with relevant obligations of SSN and Club policies and procedures, including the Team Participation Agreement, Collective Player Agreement, Competition Rules and Commercial Manual.
- Ensure all athletes have the required private health insurance in place and coordinate any injury insurance claims.
- Work closely with the Commercial team to ensure all strategic and commercial outcomes for the team are delivered.
- Work closely with the Commercial team to integrate athlete and coach requirements as part of event planning.
- Prepare, contribute and satisfy all relevant club reporting as required.

3. Athlete Transition and Wellbeing Support

- Manage the transition of all athletes in and out of the Lightning program, including assistance with settling in to the Sunshine Coast.
- Manage the requirements for international athletes to relocate to Australia, including Visa application and flight bookings. Assist the athlete with the establishment of personal items such as bank account, tax file number, etc.
- Coordinate the formal athlete induction program at the commencement of pre-season training, including the production of written documentation.
- Support the club's wellbeing program so that athletes' welfare needs are monitored and met.
- Respect the confidentiality and manage information relating to athletes, coaches and the performance team where necessary.

4. First Aid Officer

- Fulfil the role of a First Aid Officer for the club, with duties including:
 - Successfully complete First Aid certificate and cardiopulmonary resuscitation (CPR) training with a recognised provider.
 - Ensure all qualifications remain current and in particular, undertake a CPR refresher training session every year.
 - Provide initial first aid treatment and emergency care for people who are injured or ill at work.
 - Determine whether or not the injured or ill person requires immediate emergency treatment or further medical care and make arrangements for an ambulance, a medical practitioner, or hospital to be contacted as appropriate.
 - Assist with the completion of documentation associated with first aid treatment and workplace injuries.
 - Ensure confidentiality is maintained in all circumstances other than those directly relevant to provision of the correct treatment.
 - Review the contents of the first aid kits regularly to ensure they are suitably stocked, in view of their training and health and safety risks on site.

5. Team Performance

- Contribute to the overall success of the Sunshine Coast Lightning team through open and honest communication, respect for others and reporting progress regularly.
- Take a proactive role in fostering a positive, innovative and high-performing culture within the club.
- Participate in the Performance Development Plan and review process which includes regular review of performance against the responsibilities and performance objectives of the role.
- Perform the responsibilities of the role in a manner which reflects and responds to continuous improvement.
- Act as a positive role model, ambassador and advocate for the sport, nurturing and developing positive relationships that will promote and support the strategic development of Suncorp Super Netball and netball generally.
- Build and maintain close and collaborative working relationships with Netball Australia, other SSN Clubs, club staff and key stakeholders.

6. Other

- Provide other administrative and logistics support to other staff as reasonably required as directed by the CEO, coaches and the Performance team from time to time.

Key Relationships

Internal

- CEO
- Coaching, high performance and other athlete support staff
- Commercial and administration staff
- Athletes
- Melbourne Storm Rugby League Club staff
- University of the Sunshine Coast

External

- Netball Australia
- Netball Queensland
- Netball Northern Territory / Territory Storm ANL team
- Suncorp Super Netball teams
- Commercial partners
- Suppliers and service providers
- Sunshine Coast community
- Members and fans
- Community representatives and groups

Personal Skills & Attributes

- Demonstrates commitment, drive and initiative to achieve club objectives
- Leads by example and has integrity and willingness to model the values of the club
- Highly motivated and enthusiastic team player with the ability to work autonomously and collaboratively in a team to maximise outcomes
- Works well under pressure and has a strong attention to detail
- Ability to display personal responsibility for transparent decision making
- Strong interpersonal, written and communication skills with a customer service focus
- Exceptional organisation skills and a demonstrated ability to manage time and resources
- Outstanding relationship management, negotiation and conflict resolution skills
- Solution focussed with strong problem solving, initiative and issues resolution skills
- Ability to work in a fast paced environment while juggling multiple priorities
- Flexible, adaptable and proactive approach

Qualifications, Experience and Licences Required

- Tertiary qualifications or similar experience in a relevant field
- A demonstrated understanding of netball or high-performance sport
- Previous experience in managing a professional team at a senior or national level
- Proven success in planning, implementing and delivering outcomes in a team environment
- Demonstrated high level administrative experience, including information management, resource allocation, reporting and policy implementation
- Experience in managing financial resources and budgets

- Intermediate Microsoft Word, Excel & Powerpoint skills
- Hold a current drivers' licence
- Hold a current First Aid certificate including CPR (must be obtained if appointed)

Club Values

All club personnel are responsible for behaving in accordance with, and proudly promoting the Club's values – Passion, People, Point of Difference and Purpose.

- **Passion:** We are passionate about our club and bring energy, emotion, focus and determination to achieve success.
- **People:** We are a club built on family and community values where people are respected as our most important asset.
- **Point of Difference:** We pride ourselves on our uniqueness, diversity and individuality that when combined, give us a competitive edge.
- **Purpose:** Everything we do is for a reason, everything we do has purpose.

These values are integral to the success of our club and they form part of each person's position description and measurements as part of their annual Performance and Development Plans.

Financial Delegation

Please refer to the current approved Purchasing Policy delegated authority limits.

This role includes provision of a Visa debit card for relevant club expenditure, and must be reconciled on a monthly basis with all supporting tax invoices.

Hours of Work

The position is full-time and the nature of the role requires out of hours, weekend work and interstate and international travel.

Accreditation

All club personnel need to meet Sunshine Coast Lightning and/or Netball Australia accreditation/registration requirements, which may include National Police Record clearance and current Blue Card/Working with Children Check, before they are appointed to their role.

Health and Safety in the Workplace

All employees are responsible for:

- Compliance with Club policy, safety systems and applicable health and safety legislation and regulations.
- Reporting any and all conditions or unsafe practices that may affect the health of employees or others to management promptly.
- Recommending improvements to Health and Safety practices.
- Adopting safe work practices that comply with Health and Safety requirements.
- Not willfully placing at risk the health and safety of any person in the workplace.

- Assisting in the timely completion of any corrective action and reporting/investigation documentation.
- Participating in relevant Health and Safety induction, training and other relevant activities.
- Using and maintaining all safety equipment provided.

Managers are also responsible for:

- Ensuring all appropriate actions are taken to implement health and safety policies and procedures and legislative requirements.
- Accepting operational responsibility for health and safety performance within the work areas under their control.
- Effectively communicating health and safety policies, procedures and workplace issues with senior management and employees.
- Supporting the Health and Safety Officer, First Aid Officers and Fire Wardens in fulfilling their responsibilities.