

## Position Description Operations Manager

<b>Role:</b>	Operations Manager
<b>Location:</b>	Basketball ACT Head Office
<b>Status:</b>	Full-Time
<b>Salary:</b>	\$70,000 + Superannuation
<b>Work Hours and Conditions of Employment:</b>	<p>Nominal weekly hours will be 38 hours. The salary is inclusive of the entitlement to overtime, loadings and other amounts payable to the employee from time to time.</p> <p>The position has flexibility in what specific hours are worked, in consultation with the CEO.</p> <p>In recognition that weekend and extended hours on a weekend will be required the position five weeks of paid annual leave per annum.</p>

<b>Primary Position Purpose:</b>	<p>The position is the acknowledged “2IC” to the CEO and will assume the role of CEO as necessary.</p> <p>The primary purpose of the position is to work with B-ACT’s member clubs to ensure their long-term viability and sustainability and the development of volunteers. This includes providing advice and assistance in all areas of their operations and the implementation of a club development framework. The position will facilitate the sharing of knowledge between clubs and investigate and implement where appropriate shared services.</p> <p>The vast majority of teams in B-ACT competitions are affiliated with clubs, and accordingly the Operations Manager will also oversee B-ACT’s competitions but is not involved in the day-to-day running of competitions. The Operations Manager will ensure that all B-ACT programs are responsive to members desires and shall act as an advocate within B-ACT for the perspective of clubs and our members.</p> <p>The position will action complaints made to B-ACT (including investigation or referral as appropriate) and will assist member clubs in their handling of complaints.</p> <p>The position shall also provide support to the CEO as required in the following areas:</p> <ul style="list-style-type: none"> <li>• HR – management and development of staff and fostering an effective working environment.</li> <li>• Finances – drafting budgets and preparing monthly reports</li> <li>• Grant applications and sourcing and servicing strategic partnerships</li> <li>• Preparation of Annual Report and managing operational aspects of the strategic plan for B-ACT.</li> </ul>
<b>Reports To:</b>	Chief Executive Officer (“CEO”)
<b>Direct Reports:</b>	<ul style="list-style-type: none"> <li>• Competition Officers (2 positions)</li> <li>• Referee Development Officer (1 position)</li> </ul>

<b>Relationships / Interactions</b>	<p>The Operations Manager will establish and foster excellent working relationships with:</p> <ul style="list-style-type: none"> <li>• Staff at Basketball Australia, ACT Sport &amp; Recreation and Sport Australia</li> <li>• B-ACT Board</li> <li>• Member Club Presidents</li> <li>• B-ACT staff</li> <li>• Key contacts with sponsors/partners</li> </ul>
<b>Board / Committee Memberships:</b>	<p>The Operations Manager shall attend B-ACT Board meetings and assist the CEO with preparation or board papers and minutes.</p>
<b>Organisational Background &amp; Context:</b>	<p>Basketball ACT (“BACT”) is recognised by Basketball Australia and ACT Government as the governing body for basketball in the ACT, and conducts competitions, development and performance programs.</p> <p>BACT has approximately 9,000 participants each year, ranging from 5 to 70 years of age and involved in competitions, introductory and development programs. With over 600 teams, BACT is one of the largest basketball associations in Australia and has over two hundred referees and officials.</p> <p>BACT owns and operates a 6 court facility in Belconnen, which incorporates the first dedicated 3x3 courts in Australia. With 3x3 basketball admitted into the 2020 Olympic program this places BACT at the forefront of this emerging discipline.</p> <p>BACT is a community, member based, organisation and works closely with school and community clubs in the delivery of basketball</p>

<b>Essential Knowledge / Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrated understanding of accrual accounting principles and ability to analyse financial statements</li> <li>• Strong leadership skills and the demonstrated ability to inspire the collective to achieve an outcome</li> <li>• High level presentation and oral communication skills</li> <li>• High level drafting skills and demonstrated ability to interpret contractual and policy documents</li> <li>• High level interpersonal skills to effectively develop, foster and facilitate partnerships, networks and relationships and the demonstrated ability to build strong and cohesive working relationships</li> <li>• Understanding of management within the sport business context and an understanding of contemporary governance and operating principles</li> <li>• Ability to lead and manage staff and volunteers to excel.</li> <li>• Strong analytical skills and ability to devise and implement systems to measure the effectiveness of programs</li> <li>• Understanding of HR principles and experience in the performance management of staff</li> <li>• Understanding of administrative processes and procedures</li> <li>• Commercially astute with an ability to think outside of the box and always striving to improve the way that things are currently performed</li> <li>• Ability to negotiate commercial agreements and to appropriately document and implement those agreements</li> <li>• Proficient IT skills particularly in the use of Microsoft Excel</li> <li>• Highly organised, and with demonstrated ability to prioritise tasks</li> <li>• Experience influencing government policy</li> <li>• Ability to maintain confidentiality and handle sensitive matters diplomatically and discreetly</li> <li>• Demonstrated understanding of the principles of adult learning and ability to devise and implement education programs and resources</li> </ul>
<b>Essential Qualifications</b>	<ul style="list-style-type: none"> <li>• Having, and maintaining, a Working with Vulnerable People card</li> <li>• MPIO accreditation</li> </ul>
<b>Desirable Knowledge / Experience</b>	<ul style="list-style-type: none"> <li>• Understanding of resources that are available to the NFP industry for the training and development of volunteers and clubs</li> <li>• Management of volunteers and staff in an NFP environment</li> <li>• Experience in leading mediation and/or other forms of conflict resolution</li> </ul>
<b>Personal Attributes / Characteristics</b>	<p>The Operations Manager shall be:</p> <ul style="list-style-type: none"> <li>• A basketball fan</li> <li>• An experienced NFP volunteer</li> <li>• Team player with proven ability to both lead and work within a team</li> <li>• A collaborator with advanced relationship building skills and expertise</li> <li>• Able to manage crisis in a calm and orderly manner and work effectively within an environment characterised by being under-resourced</li> <li>• Solution orientated</li> </ul>

<b>Position Dimensions (include but are not limited to):</b>	<p><i>“Club Health” – Assisting developing sustainable clubs and volunteers</i></p> <p>“Club Health” is of critical strategic importance for B-ACT and is the key area of focus for the Operations Manager. This involves:</p> <ul style="list-style-type: none"> <li>• Develop and implement a club development framework</li> <li>• Adapt, create and utilise resources to assist the development of sustainable clubs</li> <li>• Devise and lead an education program for the development of club volunteers</li> <li>• Mentor, assist and lead a network of Club Presidents and volunteers</li> <li>• Conduct and facilitate knowledge sharing workshops</li> <li>• Prepare business case for collaborative shared services and lead the implementation of such services as appropriate</li> </ul> <p><i>B-ACT Operations</i></p> <ul style="list-style-type: none"> <li>• Measure the performance of BACT competitions and oversee B-ACT competition staff</li> <li>• Review the level of “customer service” provided to clubs, teams and individual participants – identifying strategies for improvement.</li> <li>• Advocate within B-ACT for the interests of clubs and volunteers</li> <li>• Review B-ACT policy framework and draft amendments and new policies as required</li> </ul> <p><i>Complaints Handling</i></p> <ul style="list-style-type: none"> <li>• Assist clubs with the handling of complaints</li> <li>• Liaise with Basketball Australia to ensure the implementation of the National Integrity Framework in the ACT and particularly ensure that member clubs understand and are able to fulfil their obligations</li> <li>• Review national policies, draft changes as necessary for implementation in the ACT and advocate to BA for those changes</li> <li>• Act as Complaints Officer for B-ACT handling all complaints in a timely and compassionate manner</li> </ul>
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<b>Responsibilities to support the CEO (including but not limited to):</b>	<p><i>HR</i></p> <ul style="list-style-type: none"> <li>• Assist with preparation of payroll and set-up of staff on Xero</li> <li>• Counsel and mentor staff as necessary and provide support to the development of all staff</li> <li>• Assist with performance reviews and staff development opportunities.</li> <li>• Foster an effective working environment.</li> </ul> <p><i>"2IC"</i></p> <ul style="list-style-type: none"> <li>• Prepare board papers</li> <li>• Management of senior management team</li> <li>• Influence government policies and "lobby" to the advantage of B-ACT</li> </ul> <p><i>Finance</i></p> <ul style="list-style-type: none"> <li>• Draft budgets including contingent analysis and scenario based budgeting</li> <li>• Prepare financial business case to support prospective partnerships and commercial arrangements</li> <li>• Prepare monthly variance reports from budget and analysis of P&amp;L and Balance Sheet position including risk analysis and forecasts</li> </ul> <p><i>Sponsors/Partner</i></p> <ul style="list-style-type: none"> <li>• Identify possible grant funding and work with staff to prepare and submit grant applications</li> <li>• Negotiate strategic partnerships and draft and review agreements</li> <li>• Measure the performance of agreements to assess their impact and make recommendations regarding any necessary variation and/or continuance of partnership</li> </ul> <p><i>Annual Report</i></p> <ul style="list-style-type: none"> <li>• Lead the preparation and publication of B-ACT's Annual Report</li> </ul>
<b>Amendment:</b>	BACT may alter the position, Position Description and responsibilities in accordance with the needs of the business. Any such changes will be discussed prior to implementation.

**Agreed By:**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_

**On behalf of BACT:****Chief Executive Officer**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_

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CEO – Initials\_\_\_\_\_  
Employee – Initials