

FOOTBALL OPERATIONS MANAGER

JOB DESCRIPTION



July 2024

POSITION TITLE	Football Operations Manager
PURPOSE OF THE JOB	<ul style="list-style-type: none"> a) Oversee the delivery of all club and community activations b) Grow club capability, capacity, and resource
KEY RESPONSIBILITIES	<ul style="list-style-type: none"> • Develop and implement a club-wide football strategy • Manage the implementation of quality programmes and initiatives within the club and wider community • Upskill coaches and educate parents/caregivers • Recruit and coordinate delivery staff and the broader volunteer network • Develop player pathways including opportunities for girls and women, and aspiring players • Effectively communicate with key stakeholders • Provide regular operational reports, advice and relevant information to inform decision making of the Board • Build rapport with membership, leverage our volunteer network and grow club capacity • Share knowledge and empower staff and club leaders • Liaise with key external partners and explore new partnership opportunities
KEY RELATIONSHIPS	<p>Internal</p> <ul style="list-style-type: none"> • Coaches • Board and sub-committees • Membership (including parents/caregivers and supporters) • Employees and key volunteers <p>External</p> <ul style="list-style-type: none"> • Schools and community partners • Northern Region Football / NZ Football • Auckland Council staff and contractors • CLM Community Sport • Suppliers and contract partners • Funders and sponsors

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QUALIFICATIONS/EXPERIENCE	<ul style="list-style-type: none"> • Knowledge of the tiered governance system within football • Delivery of programmes/events/initiatives • Experience in an education setting or working with children and parents • Understanding of te ao Māori world view and basic tikanga • Leadership experience • Understanding of NZF licensing, programmes, regulations <p>Specific qualifications</p> <ul style="list-style-type: none"> • Tertiary qualification in a relevant field • NZF Coach Educator • OFC/NZF B License • NZF Junior Level 3 Coaching Award • GoodSports • First aid <p>Relevant</p> <ul style="list-style-type: none"> • Knowledge of the community sport sector or broader not-for-profit sector • Experience working with volunteers • Club management including compliance requirements • Graphic design, IT or social media expertise • Financial acumen • Bar Manager certificate • Second language(s)
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Effective communicator • Growth mindset • Resilient • Ambitious • Conflict management
KEY METRICS	<p>In conjunction with the Board the Club Manager will contribute to achieving specific objectives in the following areas:</p> <ol style="list-style-type: none"> a) Member experience b) Membership numbers c) Volunteer retention & experience d) Financial wellbeing
HOURS OF WORK	40 hours per week of varied and flexible nature. A portion of the role will require work outside of normal (9-5) business hours.
REPORTING TO	The Board as a collective with a delegated lead Board member
REVIEW	The role will be reviewed on an annual basis and allow the Club Manager to provide feedback on the role and the relationship with the Board.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.