

# HILLS BASKETBALL ASSOCIATION INC

## JOB DESCRIPTION

**JOB TITLE:** Basketball Operations Manager

**REPORTS TO:** Chief Executive Officer

**PREPARED BY:** Chief Executive Officer

**PREPARED DATE:** 1 November 2020

**LOCATION:** Hills Basketball Stadium, Castle Hill.

**STATUS:** Full-time

**HOURS:** 38 hours per week. Due to the nature of the position, weekend work, extended hours and intra and inter State travel may be required for this position.

**REMUNERATION:** The final salary and package will be negotiated with the successful applicant.

### ABOUT THE ROLE

Reporting to the Chief Executive Officer, you will lead the Basketball Department team into an exciting period of growth by identifying and implementing innovative methods to consolidate current programs, increase participation and expand education opportunities. You will be responsible for implementing HBA's Strategic vision and objectives which will form a key driver of the increasing programs offered by the Association and the opportunities it provides.

This role has been created to oversee all Basketball Departments - Competitions, Officials, Community Development, Elite Development and Representative Program.

### KEY AREAS OF MANAGEMENT

Management & Administration of Basketball Activities

Governance, Strategy and Planning of Basketball Activities

Finance Management of Basketball Activities

Promotion and Development of Basketball Activities

Management & Supervision of all Basketball staff

Manage all member protection and child protection matters

Oversight & management of disciplinary tribunals.

### ESSENTIAL DUTIES AND RESPONSIBILITIES *Incl. the following however other duties may be assigned.*

#### GENERAL

Attend all relevant meetings, conventions and seminars.

Research & develop policies, systems and other measures to improve programs.

Be an integral part of the business planning process and contribute to the ongoing evolution of HBA's strategic plan.

Work closely with other departments in the organisation and management of Hills Basketball programs.

Conduct and coordinate financial, product, market, operational and related research to support strategic and business planning within the various departments and programs.

Establish program targets and set short and long term goals

Recruit, develop and educate Basketball staff.

Develop and maintain proactive and positive working relationships with the governing bodies of the sport.

Delivery of best practice communication.
Assist with preparation of yearly budgets.
Preparation of invoices and management of expenses within role.
Assist with preparation of yearly Basketball calendar.
Ensure general customer enquiries and complaints are answered within 2 working days.
Record any incidents that may impact or create risk to HBA or venue(s).
Participate in activities associated with quality improvement and administrative processes.
Develop and maintain proactive and positive working relationships with all Hills Basketball Association staff members.
Prepare promotional schedule and ensure goodwill stories are provided regularly for each department.
Ensure all legal and regulatory documents are filed and monitor compliance with laws and regulations.
Monthly reports to the Chief Executive Officer.
Any other duties as directed.

### **MANAGEMENT & ADMINISTRATION**

Conduct monthly Operational meetings with all Basketball departments.
Conduct weekly meetings with each Department to ensure all administrative tasks have been undertaken and manage any potential issues.
Dealing with day to day managerial issues and decision making process. Ensure all the processes and procedures of operations are implemented.
Attend all relevant Basketball NSW meetings, conventions and seminars.
Develop appropriate position within Basketball NSW committees.
Develop clear pathways for players and officials and ensure they are advertised.
Develop an induction process for all staff, hobbyists and volunteers across all basketball operations.
Ensure all department staff receive professional development opportunities. Assist in finding courses to improve performance, skills or programs for HBA.
In conjunction with the Department Managers, provide education programs to assist staff development, including customer service, conflict management and first aid.
Ensure program enquiries and customer complaints are serviced.
Conduct wrap up meetings at the conclusion of each program/season.
Provide yearly reviews for each Department Manager, reporting all details to the CEO. Assist Managers provide yearly reviews for staff members within their department.
Ensure all employment paperwork is completed including WWCC, First Aid and Hobby Declarations where required.
Service all basketball operational complaints escalated by Departments.
Service all basketball tribunals.
Service all member protection issues and child protection cases.

### **MEMBER PROTECTION OFFICER**

Ensure all Basketball Managers undertake "Play by the Rules" (online training) MPIO online course and the Office of Sport (face to face training). Ensure accreditation and further training is obtained.
Listen and act as a sounding board for members.
Clarify basic points and concerns relating to grievances and incidents.
Provide customer advice on inappropriate behaviour and complaint process, referring to the Basketball NSW Member Protection Policy.
Monitor and follow-up the enquiry or complaint as it progresses.
Build internal/external communications that build collaborative and consistent practice.
Identify and advise of potential issues that arise in grievance/complaint management.

Seek out and actively manage key internal and external stakeholder relationships ensuring effective interface between HBA and various stakeholder groups.
Awareness of Codes of Conduct, Child Protection & Member Protection rules, regulations and policies.
Work with clubs to ensure that the members who require a WWCC have provided their current number, expiry date and verification result, as per the guidelines from the Office of the Children's Guardian.
Maintain and manage WWCC database

### **TRIBUNALS**

Organise tribunals as required including charged person, referees, panel and paperwork.
Attend tribunals if required.
Chairman of the Administrative tribunal process.
Identify and develop potential tribunal members.

### **COMPETITION DEPARTMENT**

Oversee direction of department, including new concepts and programs.
Assist in the establishment of Clubs, including regulations and procedures.
Assist in the developing IT programs to streamline operations and effective communication.

### **COMMUNITY DEVELOPMENT DEPARTMENT**

Oversee direction of department, including new concepts and programs.
Assist in developing further links and connections between learn-to-play programs and conversion into competitions.
Assist in overall path, education and development of beginner players & coaches.
Assist in the developing IT programs to streamline operations and effective communication.

### **REPRESENTATIVE DEPARTMENT**

Oversee direction of department, including new concepts and programs.
Assist in overall path, establishment of NBL1 teams and National Wheelchair teams.
Assist in the developing IT programs to streamline operations and effective communication.

### **OFFICIALS DEPARTMENT**

Oversee direction of department, including new concepts and programs.
Assist in overall path, education and development of officials (referee, referee coach, statisticians and scoretable)
Assist in the developing IT programs to streamline operations and effective communication.

### **ELITE DEVELOPMENT DEPARTMENT**

Oversee direction of department, including new concepts and programs.
Assist in overall path, education and development of elite players & coaches.
Assist in the developing IT programs to streamline operations and effective communication.

### **MEDIA & COMMUNICATION**

Provide articles and information for monthly e-news to Business & Media Manager.
Provide concepts and development of promotional videos through Business & Media Manager.
Promote regular programs plus special events to existing customers and the wider community.
Ensure promotional calendar, concepts and direct email targeting are managed through Business & Media Manager.
Monitor communication templates and regularity for each Basketball Department.

Ensure digital media and website for each department is up to date.

### GOVERNANCE, STRATEGY AND PLANNING

Support and assist the CEO with organisational planning (short and long term) and take initiatives towards operational excellence.

Develop and implement operational policies and procedures in support of the Association's mission.

Liaise with support services (such as IT, Finance, Commercial, Venues) as the primary contact to monitor, manage and improve efficiencies.

Assist in the development, implementation and management of various projects.

Identify and address problems and opportunities for the Association.

Regularly review By-laws and ensure rules are continually updated to keep up with the development and progress of the Association.

Follow up and make recommendation on current stadium infrastructure, make recommendations for improvements, and ensure key relationships are maintained with stakeholders.

Ensure that all venue plans are maintained and courts are utilised at the highest rate of occupancy at all times.

### FINANCE

Establish and oversee the budgets for all cost areas - Competitions, Officials, Representative, Community Development and Representative Development.

Work in conjunction with the Finance & Commercial Manager to ensure all income and expenditure targets are met.

### SPECIAL EVENTS

Utilising the entire HBA Basketball team, manage any special Basketball events. Eg: National Championships, exhibition games.

**QUALIFICATIONS** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.*

### Selection Criteria - Essential

Be customer-focussed with the ability to understand issues from the members' perspective. Solution focussed, providing a calming influence in circumstances where customer expectations may not have been met.

Excellent communication skills and an ability to 'sell' HBA and the sport of Basketball

Proven ability to work as a part of a team to deliver outcomes

Excellent time management skills

Ability to develop creative and innovative approaches to partnership activations

Energetic and outgoing personality that supports your ability to build effective relationships

Excellent oral and written communication and presentation skills

Strong working knowledge of Microsoft Office (Outlook, Excel, Powerpoint) and Cloud-sharing platforms (Dropbox, Google Drive)

Have a sound knowledge of teaching and mentoring skills.

Current driver's license

### Selection Criteria - Highly Desirable:

Proven administration and financial management competence.

Member Protection Information Officer trained.
Demonstrated experience in the operations of a not for profit or similar organization.
Demonstrated ability in developing and supporting initiatives that encourage increased participation at all levels.
Possess strong relationship management skills and the ability to work with a diverse range of stakeholders.
Possess strong communication skills, both verbal and written, with the capacity to communicate information and recommendations accurately, clearly and succinctly.
Willingness & ability to support 'inclusion' programs.
Experience with social media management tools.
Degree, preferably in business, finance or sports management
Knowledge of, and passion for the sport of Basketball

### PRE-EMPLOYMENT CHECKS

Current Drivers Licence
Current Senior First Aid Certificate.
Working with Children Check

*Hills Basketball Association is an equal opportunity employer who may from time to time require contribution and commitment above the scope of this profile. It is anticipated that the successful appointee shall maintain an awareness of this potential requirements and make every effort to assist in delivering to HBA's members' expectations in a cooperative and unreserved manner.*

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Full Name:

Signature:

Date:

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Chief Executive Officer:

Signature:

Date: