

	<p>Northside Wizards Basketball</p>	<p>POSITION DESCRIPTION</p>
<p>Position Title: Competitions Manager</p>	<p>Date: 01 October 2017</p>	
<p>Reports to: General Manager</p>	<p>Authorised by: General Manager</p> <p>Employment terms: Full-time 38 hours per week South Pine Sports Complex and other venues</p>	
<p>Direct reports: Casual staff including game day supervisors and referee supervisors</p>		
<p>Key relationships <u>Internal:</u> Staff, Board, Club and team representatives, members, officials, volunteers and supporters <u>External:</u> Schools, Basketball Qld, (BQ) Basketball Australia (BA), Sports TG, other associations, sponsors</p>		

<p>Overall Purpose of Position</p>
<p>The Competitions Manager’s role is to design, manage and administer competition and registration processes for junior and senior players, meeting customer requirements and the demand for basketball in the Northern suburbs of Brisbane; and to promote a positive image for Northside Wizards Basketball (NWB) and it’s affiliated clubs through the professional delivery of services.</p>

<p>Key Result Areas (KRAs)</p>
<ol style="list-style-type: none"> 1. Administer competitions 2. Manage team and individual registrations 3. Manage competition officials 4. Administer rules and disciplinary processes 5. Support representative programs 6. Communication, customer liaison and support 7. Compliance with regulatory and workplace legislation and policies

<p>KRA Duties and Responsibilities</p>
<ol style="list-style-type: none"> 1. Administer competitions <ul style="list-style-type: none"> • Develop annual competitions calendar for local, school, representative and other competitions • Liaise with NWB Administrative staff to confirm venue requirements for competitions • Develop schedule of competitions in accordance with NWB strategies and objectives • Generate competition draws and publish via agreed channels • Manage stadium scoring and other equipment and technology • Ensure team and individual results, ladders and statistics are accurately recorded and published promptly

<ul style="list-style-type: none"> • Manage waiting lists for new teams and players and assist with entry to competitions • Liaise with Sports TG, BQ and BA to resolve issues and ensure NWB remains at the forefront as a super user of Sports TG technology
<p>2. Manage team and individual registrations</p> <ul style="list-style-type: none"> • Manage all aspects of team and individual registration processes including the creation of fees, products and forms in line with NWB strategies and budgets • Review daily reports of payments received to identify unfinancial teams and players and ensure immediate follow-up of outstanding fees • Liaise with and provide training and assistance to club officials and volunteers in use of the Sports TG database and other programs • Manage clearances and transfers of players via internal and external processes
<p>3. Manage competition officials</p> <ul style="list-style-type: none"> • Oversee and support game day and referee supervisors to roster game officials • Overall responsibility for the recruitment, training and support of game day officials, including but not limited to referees, scoretable officials, statisticians and game day supervisors • Liaise with BQ and BA to ensure applicable rules, standards and systems are implemented
<p>4. Administer rules and disciplinary processes</p> <ul style="list-style-type: none"> • Review, maintain and publish up to date competition rules and by-laws and ensure officials are educated to ensure their consistent application • Monitor the education of game day officials regarding disciplinary policies and procedures to ensure compliance • Manage tribunal and disciplinary hearings to ensure consistency and compliance. Document outcomes, oversee and perform necessary follow-up actions
<p>5. Support representative programs</p> <ul style="list-style-type: none"> • Assist with co-ordination of representative programs in consultation with NWB General Manager • Assist as required with other representative program requirements • Manage tournaments, programs and other events
<p>6. Communication, customer liaison and support</p> <ul style="list-style-type: none"> • Respond to telephone, email and direct enquiries in relation to registration and competition issues • Publish and maintain up to date registration and competition information via email, on website and social media channels
<p>7. Compliance with regulatory and workplace legislation and policies</p>

Performance Measurement	
KRA	Measurement
1. Administer competitions	<ul style="list-style-type: none"> • Competitions delivered in accordance with NWB strategies, budgets and operational plans • Accurate competition information published • High level of service delivery measured by member satisfaction survey(s)
2. Manage team and individual registrations	<ul style="list-style-type: none"> • Players are registered prior to participating • Outstanding fees identified and followed up daily and resolved prior to next game • Products and fees created and published in accordance with agreed timeframes • Club volunteers receive training within 30 days of request

3. Manage competition officials	<ul style="list-style-type: none"> • Calculate payment for game officials • Increase number and levels of NWB officials in line with documented pathway programs • Arrange for course delivery as detailed in NWB calendar • Develop and administer rewards and recognition program
4. Administer rules and disciplinary processes	<ul style="list-style-type: none"> • Competition rules published to stakeholders and reviewed annually • Tribunal and disciplinary procedures and forms documented and reviewed annually
5. Support representative programs	<ul style="list-style-type: none"> • Representative requirements delivered on time • Events and other requirements delivered in line with NWB strategic objectives and operational plans
6. Communication, customer liaison and support	<ul style="list-style-type: none"> • 80% of enquiries responded to within 24 hours, remainder within 7 days • Accurate competition and registration information distributed and published
7. Compliance with WHS and workplace legislation and policies	<ul style="list-style-type: none"> • Identification and reporting of health and safety risks, accidents, incidents, injuries and property damage in the workplace • Correct utilisation of office and other equipment • Compliance with HR, Privacy and other workplace policies and procedures

Major Activities (Time) <i>May vary daily – this provides a general idea based over the year</i>	
KRA	%
1. Administer competitions	50
2. Manage team and individual registrations	20
3. Manage competition officials	10
4. Administer rules and disciplinary processes	5
5. Support representative programs	10
6. Communication, customer liaison and support	5
7. Compliance with WHS and workplace legislation and policies	Ongoing
	100%

Personal Specifications
Knowledge and Experience
<u>Essential</u>
<ul style="list-style-type: none"> • Knowledge and experience with member database and competition management applications (preferably Sports TG) • Demonstrated high level of experience in managing multiple projects and priorities • Experience in use of website and social media for publishing information to stakeholders
<u>Desirable</u>
<ul style="list-style-type: none"> • Tertiary qualifications in sports management • Experience in remote management of staff • Knowledge of basketball in Queensland • Current driver's licence

Skills and competencies
<p>Essential</p> <ul style="list-style-type: none"> • Ability to prioritise multiple tasks and manage own time • Excellent negotiation, decision making and problem-solving skills • Excellent communication and people management skills • Good customer service ethic • Proven skills in use of Microsoft office including outlook
Personal Attributes
<p>Responsibility and accountability – responsible and accountable for work of self and direct reports</p> <p>Analytical and conceptual thinking – able to assess problems and identify patterns to resolve systemic issues</p> <p>Customer service ethic – able to deliver a consistently high standard of service to internal and external customers and stakeholders</p> <p>Teamwork and flexibility – able to adapt to and work effectively with others in a changing environment</p> <p>Professionalism – high standard of personal appearance and conduct with a respectful manner and language towards other staff, members, volunteers and visitors</p> <p>Confidentiality – ability to use discretion with confidential and sensitive information</p>

Conditions of Service
<ul style="list-style-type: none"> • Possession of a Qld Working with Children check (or agreement to obtain) • Current Driver’s License and own transport • NWB retains ownership of all information and IP generated as a result of it’s activities

Northside Wizards Basketball is required to meet the demands of a sport which operates seven days a week, with the timing of certain activities critical to it’s success. Staff will, as circumstances determine, be expected to contribute their time and efforts outside normally recognised office hours where their personal attention, knowledge and/or expertise may benefit the association, it’s members and stakeholders.

ACKNOWLEDGEMENT

I acknowledge that I have read and understood the Position Description requirements and agree to carry out my duties to the best of my ability. I also understand that at times I may be required to undertake other relevant duties that are not listed in this Position Description.

Name:

Signed:

Date: