

**Position Title – Competition Manager****Employment Status – Full Time****Reports to – Werribee Basketball Association Executive Committee and Business Manager****OVERVIEW OF WERRIBEE BASKETBALL ASSOCIATION**

The Werribee Basketball Association (WBA) is the largest non-professional sporting association in Melbourne's West. At the Werribee Basketball Association, our vision is to "Be the club of choice in Melbourne's West, providing the opportunity for everyone to participate in the game of basketball". Our goal is to grow and strengthen our basketball community, by providing development pathways that are affordable, accessible and inclusive for players, coaches and officials of all abilities. The WBA currently has approximately 4,000 players from juniors to seniors as well as referees coaches and volunteers.

**POSITION SUMMARY**

The Competition Manager is responsible for the management, growth and operational aspects of all basketball competitions and programs at Werribee Basketball, encouraging participation and development of players, clubs and officials of all ages and abilities. The Competition Manager will work with the Board and Business Manager to ensure the successful management of all domestic competitions, representative programs, holiday camps and other programs within the City of Wyndham. The appointed candidate must successfully build strong and vibrant relationships with WBA members, staff, supporters, volunteers and partners as well as Basketball Victoria and Basketball Australia. You will develop & maintain relationships with the Presidents and Delegates of our participating clubs and ensure the smooth operations of all competitions. You will manage casual Customer Service Officers who will oversee & administer the evening and weekend competitions.

To be considered for this role you will need an understanding of the sport of basketball and be competent in managing and administering competitions.

**RESPONSIBILITIES****COMPETITION MANAGEMENT:**

- In consultation with the WBA Business Manager and budget process, set and advertise relevant registration and game fees, and create the associated online registration forms.
- Provide information to WBA Bookkeeper to enable invoicing of clubs for registration and game fees based on team entries.
- Prepare and distribute a schedule of competition dates including finals to facilitate the efficient scheduling of competitions.
- Work closely with the Domestic Committee to ensure efficient delivery of the fixtures, grading determinations and finals organization including arranging trophies or equivalent.
- Coordinate and distribute score sheets or set up electronic processes as necessary.
- Ensure competition ladders are maintained and results (including byes & walkovers) are uploaded.
- Set up processes for maintaining a record of qualified players.
- As required, levy fines for rules infractions as per completion by-laws, e.g. tribunal bonds.
- Roster and supervise casual staff fulfilling doorkeeper and supervisory roles during competitions and provide training as required.
- Regularly review competition by-laws to ensure they reflect current trends and processes to maintain well conducted and fair competitions.
- Attend all Junior Domestic Competition meetings, keep minutes & distribute in a timely manner.
- Financial records & reconciliation including management, tracking & reporting of takings & floats.
- Domestic club support for competition related administration.
- Management and maintenance of court hire bookings, as well as updating and maintaining the domestic training matrix.

#### **PARTICIPATION & GROWTH:**

- Delivery of new and changed competitions to drive participation growth.
- Work to build growth capacity in WBA domestic clubs.
- Increase female participation in all programs.
- Increase overall player participation in all programs.
- Provide support to the WBA on new opportunities for growth and revenue, including but not limited to social, 3on3, corporate competitions and events and retailing.

#### **BUSINESS OPERATIONS:**

- Provide written recommendations to the Business Manager on competition structure and operations.
- Forecast and document projected growth in all competitions.
- Identify and present strategies to deliver the projected growth i.e. facility needs, human resources, funding etc.
- Assist in the development of competition budgets and ensure all relevant financial budgets are met.
- Review operational processes and recommend and manage appropriate change, including developing and maintaining a standard operating procedure manual for the competitions.
- Develop and implement procedures for tracking and reviewing court bookings and court usage to ensure optimum facility usage.
- General administration duties such as, program administration, managing registrations and conducting customer surveys.

#### **CUSTOMER SERVICE:**

- Filter all official complaints, questions, issues and communication from WBA members as required.
- Receive, respond, forward and ensure closure on all competition based phone and email enquiries.
- Be the point of contact for all face to face competition enquires at Eagle stadium during agreed hours.
- Provide follow up correspondence to all enquiries to ensure customers' needs have been fulfilled.
- Assist members through online registration processes.

#### **RELATIONSHIP MANAGEMENT:**

- Develop strong relationships between WBA and its affiliated Clubs.
- Develop effective working relationships with WBA staff and committees.
- Develop strong relationships and communication with external stakeholders including Basketball Victoria, Basketball Australia, Eagle Stadium management, Wyndham City Council, community groups & local schools.

#### **OTHER:**

- End to end ownership of events, as directed by the WBA Business Manager.
- Grants and funding for programs, as directed by the WBA Business Manager.
- Ensure accurate registration of all VJBL, Big V representative players.
- Management of the WFK Tournament.
- Perform other activities requested by WBA executive and/or WBA Business Manager that may be deemed to support, grow or manage the basketball programs.
- Adhere to the WBA Code of Conduct at all times, and set a positive example for others to do the same.

### **SELECTION AND APPOINTMENT CRITERIA**

You will be passionate about growing and improving the WBA programs. The successful candidate will require a range of personal and professional skills, including:

#### **PROFESSIONAL - ESSENTIAL:**

- 2+ years in a Competition Manager or similar role.
- Tertiary degree in Sports Management or equivalent experience.
- Experience working in a member based organisation.
- Experience working with Sports TG (Fox Sporting Pulse) software, or equivalent.
- Experience in providing excellent customer service to a diverse customer base.
- Experience in managing & supervising a team of casual staff and volunteers.

- Detailed knowledge of the sport of basketball within Australia and familiarity with the domestic sporting landscape.
- Strong verbal and written communication skills.
- Working with Children Check.
- Police Record Check.
- Willing to work weekends and evenings as required.
- Motor Vehicle Driver's license.

**DESIRABLE:**

- Experience in an elite sports environment.
- Experience with Referee Manager (RAMS) software

**BEHAVIOUR:**

- Self- starter.
- Attention to detail.
- Team player.

**REPORTING LINES**

- Role reports to the WBA Business Manager.

**BENEFITS**

- Competitive salary.
- Performance bonus for KPIs achieved.
- Flexible working arrangements supported.

This is a full-time position, however due to the nature of the role and the sports industry, some out of hours work (including weekends and evenings) will be required as standard.

## APPLICATIONS

Applications should include a cover letter addressing the Responsibility Sub Headings and Selection Criteria and a CV outlining personal details, qualifications, work history and experience and the names of three referees.

**Applications will close 5pm Friday 3<sup>rd</sup> November 2017**

*\* All applicants must be legally entitled to work in Australia.*

This information should be sent electronically to [jobs@werribeebasketball.com](mailto:jobs@werribeebasketball.com) with "Competition Manager Application" as the subject.

Queries should be directed to Andrew Summerville, Business Manager, Werribee Basketball Association on 03 9742 5440