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ABN: 70 891 496 556
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Operations Manager – Manly Warringah Touch Association

Job Title:	Operations Manager	Organisation:	Manly Warringah Touch Association
Location:	Hybrid - Nolan Reserve, North Manly + WFH	Position Type:	Full Time + Super 38 hours per week Mix of days, afternoon, evening work
Reports To:	Manly Warringah Touch Association Executive Committee	Remuneration:	$70,000 per annum, plus superannuation
Direct Reports:	Casual Staff, Ground Supervisors, Canteen Staff, Referees, Volunteers	Indirect Reports:	None
Internal Stakeholders:	MWTA Executive Committee, MWTA Management Committee	External Stakeholders:	MWTA Members, Officials and Players, NSWTA, TFA, Northern Beaches Council, Sponsors, other sporting users of Nolan Reserve as determined by Council.

DESCRIPTION

Manly Warringah Touch Association Inc. (MWTA) provides one of the largest touch football competitions in Australia, catering for male and female participants from 7-70 years of age. Established in 1974, we are a not-for-profit organisation, currently with around 4,000 active junior and senior playing members. Our junior competition is the largest local touch football competition held in Australia with around 380 teams competing each summer..

Since its inception, Manly Touch has grown to be one of Australia's strongest and most successful touch football associations. In recent times, Manly Touch have made significant improvements in the areas of grassroots participation, player development, technical development, community engagement and representative performance. This was recognised recently when Manly Touch was awarded 'Affiliate of the Year for 2021/2022' at the 2022 NSW Touch Association (NSWTA) Blues Awards. This is the seventh year in a row Manly Touch have won this award.

MWTA is responsible for the administration and management of touch football competitions, representative pathways, events, game development and participation in the Manly Warringah region. During the autumn/winter months we run senior competitions on Monday night and Sunday morning, and in the summer months run competitions on Monday, Thursday and Friday nights and Sunday

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mornings for both juniors and seniors. MWTA sends representative teams to Junior and Senior State Cup each year, and participates in NSWTA's Vawdon Cup. Our players, coaches and officials, via Sydney Scorpions, represent the Sydney Region at Junior Regionals, National Youth Championships (NYC) and the National Touch League (NTL's).

Working closely with the MWTA Executive Committee, the Operations Manager is responsible for the administration and management of touch football and its associated activities, events, local teams and competitions, representative teams and their support to attend tournaments, member support, communications, and service delivery within the Manly Warringah area.

THE POSITION

Working closely with the MWTA Executive Committee, the Operations Manager is responsible for the administration and management of Touch Football and its associated activities, events, local teams and competitions, representative teams and support to attend tournaments, member support, communications, and service delivery within the Manly Warringah area.

The Operations Manager will deliver local competitions, events, programs, and manage the facilities, stakeholders, with the purpose of the ongoing development, expansion and growth of touch football in the designated competition. The role will be pivotal in ensuring MWTA is delivering best practice administration and exceptional customer experiences for our participants.

The Operations Manager will be responsible for the day-to-day setup, administration and operations of the designated competitions. This includes the coordination of referee management, facility management, ground staff, canteen staff, and volunteers.

KEY ROLES & RESPONSIBILITIES

- Operationally lead the creation, management and delivery of all Manly Touch competitions, managing all competition administration and logistics including draw creation and management, facility management, uniform and equipment management, player compliance, and referee, ground and volunteer support management as needed;
- Build strong relationships with the membership base, along with internal and external stakeholders paramount to the success of MWTA;
- Provide administrative support to the Executive and Management Committees;
- Manage the communication strategy of MWTA including social media, website, newsletter and database management;
- Operate within the budgets and constraints set by the Executive Committee;
- Represent MWTA at events, conferences and meetings where required.

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Competition Administration and Support

'Competition' relates to - in autumn/winter months, this includes the Monday night competition and in spring/summer months this includes the Monday, Thursday and Friday nights competitions. It also includes controlling the draw and results for the Sunday morning competitions in both winter and summer.

Pre-Season:

- Formation of upcoming season calendar for local competitions, including start dates, public holidays, representative tournaments, last round game, semi-final and grand final dates
- Prepare the registration packs for all competitions for review and approval by Executive Committee
- Manage the senior and junior registrations process for all competitions, including database management of members
- Setting draws in Competition Management System for each division of competitions with the Executive Committee
- Communicate with Northern Beaches Council on ground allocations for both winter and summer field requirements
- Handle any team, individual or official enquiries, this may include daily emails and/or phone calls
- Communicate with Council for the initial line marking of the competition playing fields (summer season only)
- Preparation of NSWTA affiliation paperwork and payment of fees
- Order touch footballs for various competitions
- Oversee the ordering and delivery of all uniform requirements for local competitions
- Liaise with Ground Supervisors to ensure adequate stock including first aid supplies, markers etc.

During Season:

- Create sign on sheets, game score cards, game day fixtures and competition ladders for each night of competition. Ensure game day paperwork is delivered to Ground Supervisors well before competition day
- Create junior competition referee cards for each Thursday and/or Friday night of competition
- Be on-ground for Competitions as per following schedule:
    - Junior Summer Competition - every Thursday and/or Friday afternoon/evening
    - Senior Summer Competition - every Monday and Thursday night for the first 3 rounds; then again for finals rounds
    - Senior Winter Competition - every Monday night for the first 3 rounds; then again for finals rounds
- Deliver game day operations including facility set up, branding and pack up
- Deliver best practice competition management that promotes and encourages inclusive participation in touch football.
- Whilst on-ground for competitions, assist with enquiries from teams & individuals, hand out of match balls, distribute ordered playing shirts, etc
- Enter results into Competition Management System within 24 hours of round played in competition

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Competition Administration and Support continued
• Liaise with Ground Supervisors to ensure they are checking sign on sheets weekly and remind team contacts of unregistered players (i.e. uninsured players) • Email teams weekly regarding duty referee requirements and follow up on competition matters such as payment of registration fees, wearing of correct uniforms (including shoes), player eligibility (under age players) etc. • Liaise with Ground Supervisors to ensure all policies and procedures are adhered to such as heat policy, lightning policy etc. • Manage the payment of referees for all competitions • Organise all Junior and Senior Grand Final presentations • Organise trophies plus other awards and/or vouchers for all competitions • Coordinate and oversee operations with casual staff and volunteers to deliver competition outcomes, namely Ground Supervisors, Referees and Canteen Staff • Organise Canteen requirements with Canteen Staff including ordering of stock and float for competition nights • Organise Referees including referee roster for junior summer competition, senior winter, summer and mixed competition, float for referees payments for junior summer competition • Support volunteer recruitment and retention, coach and official development • Deliver customer experiences that grow participation and build customer loyalty • Monitor the health of the competitions, facilities, participation rates, its financial position and deliver designated strategies to ensure the ongoing growth of the competition.
Communication
• Attend to all email, website and social media enquiries for MWTA • Constantly seek and capture regular feedback both verbal and written from members • Lodge all relevant paperwork to NSWTA and Northern Beaches Council • Ensure the MWTA website is current and up to date at all times • Collate and update a MWTA calendar visible to Executive Committee members that encapsulates all competitions, both local and representative, and other activities relevant to MWTA, with dates for the completion of things like ordering uniforms/equipment, promotion campaigns, submissions to NSWTA etc • Distribute all relevant information to Members such as upcoming courses, competitions, representative matters, club activities and events via email, website and social media

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Governance, Compliance and Financial Operations

Monthly Meetings:

- Organise and coordinate the time, venue and attendance for the monthly Executive Committee and Management Committee Meetings
- Prepare the Management Committee Agenda, record minutes and distribute to all Committee Members

Annual Report:

- Notify Committee Members of their report writing requirements for the Annual Report
- Collate committee member reports into Annual Report
- Complete Annual Report for review and approval by Executive Committee
- Organise printing of Annual Report for AGM
- Distribute Annual Report on website and by email (link to) to Life Members

Annual General Meeting:

- Organise and coordinate the time, venue and attendance for the AGM
- Book venue and catering for AGM
- Notify AGM date on website and by email to Life Members
- Send eDM to entire Association Database informing them of AGM - must be 21 days or earlier
- Record minutes of AGM and distribute to all Executive Committee members

Financial Operations:

- Be responsible for ensuring the complete keeping of records regarding MWTA's payments and income receipts
- Ensure that all money due to MWTA is invoiced, received and receipted
- Ensure all local competition teams pay their respective levy payments when due
- Deposit all cash takings from canteen and merchandise sales in a timely manner
- Ensure that all payments are duly authorised either by the President and/or Treasurer and are made in accordance with the supplier's terms of payment
- All cheques must be marked not negotiable and signed by two signatories i.e. President or Treasurer
- Ensure payment of all referees on a weekly basis
- Maintain a working level of petty cash for the Canteen Float and other as required by the Treasurer
- Assist the Executive to maintain a register of all financial members of MWTA
- Liaise with the Executive to establish the respective Representative Player Levies

General

- Check PO Box on a regular basis
- Manage any special projects as directed by the Executive Committee

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Marketing, Sponsorship & Fundraising
• Capture imagery from local competitions, including finals winners/runners up, for use on social media and the website • Engage official photographers for special events, rep carnivals, local competitions, etc where appropriate to ensure we have quality assets for use in promotional material • Promote the Club's activities via social media to ensure MWTA and its sponsors receive the widest possible exposure • Assist the Executive Committee in creating a positive public awareness of MWTA and its activities • Arrange for the advertising of MWTA's sponsors on the website and other social media platforms • Keep the Executive Committee informed of all community and media activities and opportunities in which the club can engage with and support community activities and initiatives • At the direction of the Executive Committee co-ordinate the release of MWTA information to press, radio, television, website and social media • Ensure that the MWTA website and social media pages remain contemporary and informative • Ensure that all links to documents, NSWTA, TFA and other organisations remain operational • Assist in the sourcing of articles, stories, interviews and profiles etc. for inclusion in local newsletters and magazines and national publications • Utilise Manly Touch's email database for marketing and promotion of all competitions, trials, and other activities • Organise fundraising activities and functions for MWTA as directed by Executive Committee • Promote all fundraising activities across Manly Touch website, social media and newsletter • Assist with identifying grant and sponsorship opportunities
Merchandise
• Maintain strong relationships with approved suppliers of clothing and merchandise lines • Only utilise approved suppliers stipulated by the Executive Committee • In association with the Executive Committee and suppliers, create/design draft samples of merchandise for approval • Ensure the MWTA brand and logo is protected at all times • Ensure all quotations, orders and invoices are confirmed and approved by the Executive Committee before ratification/submission/payment • Arrange clothing and merchandise samples on MWTA shop and at representative team trials • Assist Junior and Senior Representative Directors with the collation of merchanside required for all MWTA teams and for local competitions well in advance of competition they are required for • Order all representative team merchandise based on team requirements provided by the Junior and Senior Representative Directors • Coordinate with Team Managers the delivery and distribution of representative team merchandise - ensuring this is only on full payment of player and team levies • Fulfill orders placed for all clothing and merchandise placed online via Manly Touch Shop • Ensure sufficient stocks are maintained to ensure orders are filled promptly • Promote clothing and merchandise to members, supporters and the community

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Building and Maintaining Key Relationships
• Lead and maintain high level and effective communications with stakeholders and committees • Develop and maintain strong relationships with local authorities • Develop and maintain strong relationships with local Associations, Sports, Schools and other stakeholders to develop and grow opportunities for touch participation • Identify opportunities for new alliances and partnerships, including expansion of competitions • Provide leadership and maintain strong relationships with Executive and Management Committees • Build rapport with existing connections to maintain networks internally and externally
Representative Pathways
• Advertise Representative trial dates • Attend and assist with Representative trial days/nights • Create Coach & Player Expressions Of Interest (EOIs) for Junior and Senior Representative Teams; collate this data for Junior & Senior Rep Directors once EOI window closes • Create Team google sheets for all Representative Team Managers to collate uniform, levy and accommodation requirements and payments • Create Official, Player & Parent Code of Conduct forms, and any other online forms required for competition participation • Organise tent hire for Junior and Senior State Cups • Source, secure, book and pay deposits for accommodation as required for Junior and Senior State Cups • Assist Junior and Senior Representative Directors/Working Parties with accommodation allocations when/if required • Manage field allocations for Junior and Senior representative teams including Scorpions requests • Coordinate registration and payments with NSWTA • Assist the Treasurer with invoicing of and following up of outstanding payments for player levies and accommodation prior to attendance at Representative events
Support Executive and Management Committees
• Provide administrative support to Executive & Management Committees to ensure governance and operational requirements are met (i.e. coaching and referee development, representative teams and appointments) • Attend to all incoming correspondence in a timely and professional manner • Perform any other duties as required by the Executive Committee
Cultural Fit
• Support the Executive Committee through collaboration and engagement of MWTA priorities • Promote touch football internally and externally by upholding all organisational values • Display a high quality of personal appearance and conduct • Willingness to work within a specific budget, operational plans and strategic plans • Capacity to work outside of normal working hours and undertake travel as required

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KEY SELECTION CRITERIA

Essential:

- Relevant tertiary qualifications and/or 1-2 years previous experience in touch football, competition management or other sport administration.
- Excellent written and oral communication skills supported by interpersonal skills.
- Proven ability to problem-solve through innovative thinking.
- Ability to develop and maintain positive relationships with key stakeholders.
- Must hold a valid Working With Children Check.
- Must hold a current driver's licence.
- Expected to be available during peak periods August through December.

Desirable:

- Previous experience in event delivery and team logistics.
- Previous experience working with volunteers and Not for Profit Associations.
- Previous experience using 'MySideline' or similar competition management systems.
- Strong computer and IT skills including experience in database management.
- Strong knowledge of social media platforms, trends, and best practices.

HOW TO APPLY

To be considered for this role, please submit a written letter of application addressing the key selection criteria and your experience relating to the position description (2 page maximum) along with your current CV (5 pages maximum), to:

Kate Perrett
Vice President
Manly Warringah Touch Association
E: vicepresident@manlytouch.com

Please note that the written application may be considered as an example of your communication skills.