



Events and Operations Manager

TRI STAR VISION – Growing gymnastics, Growing people, Growing champions.

Tri Star Gymnastics is a leading provider of gymnastics in the Auckland region from recreational programmes through to high performance gymnastics. Based in Mt Roskill, Auckland our facility is one of the best equipped in New Zealand. We are looking for an events and Operations Manager to join our team.

Tri Stars staff are energetic, people centred, have a can-do attitude and value a collaborative team environment. Tri Stars values are Belong, Respect and Excel and we look to team members who can embody these values both to our membership and to the gymnastics community at large.

Reporting to the GM, the Events and Operations Manager (EOM) is an important role model to staff, members and the community and leads the events and communications function for the organisation, aligned to the Tri Star strategy.

- The EOM is accountable for **leading, managing and delivering the Tri Star events and facility utilisation programme** across all competitive and non-competitive settings in collaboration with Programme Managers and Lead Coaches. The EOM is responsible for the overall events and facility utilisation calendar to include ultimate responsibility for operational execution of Tri Star event processes and systems. The role will establish and deliver events metrics, providing ongoing performance reporting for the events function.
- The role will **lead the overall communications and engagement programme** including developing strong connections with new customers, existing members and past and present alumni across all communications formats (in-person, digital, social media etc). The EOM will lead the delivery of the Tri Star marketing strategy with a focus on maintaining current membership and revenues while also enabling future growth.
- The role will **lead the development of Tri Stars customer service capabilities** with both a strong IT competency and customer focus.
- The role ensures the optimal working environment for all of the Gym's staff and members by **providing effective management of the facility operations and infrastructure**, including IT systems, security, facility maintenance and contractors and promoting safety in all aspects of the facility.
- The EOM is responsible for the **coordination and delivery of Tri Stars health and safety programme** with a specific focus on facility and equipment repairs and maintenance, accident reporting and member safeguarding. The role is also accountable for employee welfare monitoring risks and incidents, promoting key messages of health and wellbeing and increasing organisational capability across these areas.
- The EOM is a member of the Tri Star Senior Management Team accountable for driving the overall success of Tri Star with strong leadership skills and a passion for excellence in a high performing team environment.

A full PD can be viewed [here](#).

Remuneration will be competitive and dependent on experience / qualifications.

This is a full-time role including weekend work for events.

All applications (cover letter and C.V inclusive) can be emailed to Luke Dobney, luke.dobney@tristar.org.nz before 9 February, 2024.