

POSITION DESCRIPTION



Job Title:	Operations Manager	Position Type:	Full time
Reporting to:	Club President/Committee	Direct Reports:	4
Location:	Turn and Gymnastic Circle Hamilton/Work from home	Travel Required:	Rarely
Job Description			
<p>The Operations Manager is responsible for the overall operational leadership, strategic delivery, and sustainable growth of the Club. Working closely with the Committee, this role translates governance-led strategy into effective day-to-day operations, ensures strong people leadership across employees and volunteers, and builds a positive, safe, and athlete-focused club culture that supports long-term growth and wellbeing.</p> <p>The role provides strong people leadership, ensures regulatory and policy compliance, drives revenue generation beyond membership fees, and strengthens the Club's presence within the community. As a senior leader, the Operations Manager plays a critical role in supporting athletes, coaches employees, and volunteer wellbeing.</p> <p>Key Responsibilities</p> <p>1. Leadership, People & Culture</p> <ul style="list-style-type: none"> • Provide strong, values-based leadership to employees and volunteers across recreation and competitive programmes. • Manage staff and volunteer capability, including induction, development, performance reviews, and ongoing support. • Develop and maintain club timetables in collaboration with coaching leadership. • Foster a positive, inclusive, and athlete-focused club culture. • Support employee, coach, and athlete wellbeing, including mental health and general wellbeing initiatives. • Provide guidance and support to the lead team, including senior coaches and coordinators. • Direct parents and caregivers to appropriate senior coaching staff regarding athlete development and progress. • Promote connection with club alumni and celebrate significant club milestones and achievements. <p>2. Strategy Development & Delivery</p> <ul style="list-style-type: none"> • Partner with the committee to support the development and refinement of the Club's strategic direction. • Translate strategy into clear operational plans, priorities, and measurable outcomes. • Monitor progress against strategic objectives and provide monthly reporting to governance. • Identify opportunities for growth, innovation, and continuous improvement. 			

3. Policy, Regulatory & Risk Management

- Oversee the development, implementation, and regular review of club policies and procedures.
- Ensure compliance with relevant legislation, regulations, and sporting body requirements.
- Maintain effective risk management practices, including privacy management and data protection.
- Oversee complaint and concern management processes, seeking resolution where possible and escalating to the committee or President when required.

4. Sales, Marketing & Communications

- Develop and implement growth-focused sales and marketing initiatives.
- Oversee the Club's communications strategy, including internal and external communications.
- Determine, maintain, and coordinate marketing plans and content, working with appropriate partners where required.
- Manage social media presence and community-facing communications to enhance visibility and engagement.
- Generate opportunities for leads to convert into memberships, programmes, or supporter engagement.

5. Grants, Funding, Fundraising & Sponsorship

- Establish and maintain an annual grants funding calendar.
- Work with the committee to determine funding priorities.
- Coordinate funding application requirements and submit grant applications.
- Identify, apply for, and manage grants and funding opportunities.
- Develop and deliver fundraising initiatives and sponsorship partnerships.
- Generate revenue through diversified income streams beyond membership fees.

6. Administrative & HR Management

- Oversee employment and contractor agreements, onboarding, and general HR administration.
- Ensure effective privacy management and confidential handling of personal information.
- Support fair, consistent, and compliant people practices across the Club.
- Maintain accurate records and reporting related to people and operations.
- Support efficient administrative systems that enable smooth day-to-day club operations.

7. External Relationships & Stakeholder Engagement

- Build and maintain strong relationships with external stakeholders, including governing bodies, schools, councils, sponsors, and community partners.

<ul style="list-style-type: none"> • Represent the Club professionally within the community and at relevant forums. • Strengthen partnerships that support participation, growth, and sustainability.
<p>8. Events & Operational Delivery</p> <ul style="list-style-type: none"> • Provide leadership for club events, including the annual recreation competition, end-of-year display, and other events as required • Work with competition secretaries and GNZ for endorse and non-endorsed competitions that the club can host on the GNZ calendar. • Seek growth opportunities for new events as fundraising channels
<p>9. Health & Safety</p> <ul style="list-style-type: none"> • Provide overall leadership for health and safety across the Club. • Ensure systems are in place to maintain safe environments for athletes, staff, volunteers, and visitors. • Maintain an up-to-date risk register. • Ensure incidents, hazards, and near-misses are investigated, recorded, and reported appropriately. • Provide regular health and safety reporting, including incident investigations, to the governing committee.
<p>Skills, Experience & Attributes</p> <p>Essential</p> <ul style="list-style-type: none"> • Proven leadership experience in operations, management, or a similar senior role. • Strong people leadership skills with the ability to engage employees and volunteers. • Experience working with or reporting to a governance committee. • Strong organisational, communication, and relationship-building skills. • Understanding of health and safety, compliance, and risk management. <p>Desirable</p> <ul style="list-style-type: none"> • Experience in the not-for-profit or sporting sector. • Experience with grants, fundraising, or sponsorship development. • Marketing, communications, or community engagement experience. • Knowledge of employment and privacy obligations.
<p>Other Requirements</p> <ul style="list-style-type: none"> • Ability to work flexibly, including evenings and weekends as required for events. • Commitment to upholding the values and purpose of the Club.

Reviewed By:	Club President	Date:	December 2025
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