

Affiliations

World Squash Federation
Commonwealth Games Australia
Oceania Squash Federation
Confederation of Australian Sport
Australian Olympic Committee

POSITION DESCRIPTION

POSITION:	Operations Manager Australian National Squash Centre and Carrara Squash Club
JOB TYPE:	Full time
LOCATION:	Australian National Squash Centre - Gold Coast
REPORTS TO:	Head of Game Development at Squash Australia
STAFF MANAGEMENT:	Casual Staff, Volunteers
SALARY PACKAGE:	Structure dependent on experience.

THE ROLE

The Operations Manager is responsible for overseeing the day to day management of the Australian National Squash Centre and Carrara Squash Club.

The ideal candidate will have experience at running a squash facility including managing bookings, internal and external pennant and other competitions, general maintenance and cleaning etc.

The role involves working in close collaboration with other members of the Squash Australia (SA) team to ensure best practice national programming is being delivered and 'SportyHQ' is being effectively used to ensure that 'off court' excellence is being achieved.

Remuneration will depend on the successful applicant's skill set and background around facility management.

KEY ACCOUNTABILITIES (WHAT DOES SUCCESS LOOK LIKE)

- High levels of facility utilisation.
- High levels of membership & participation – retention and growth
- Excellent customer services – happy members.
- Excellent processes and systems in place.

KEY DELIVERABLES
1. Responsible for implementing IT systems and processes

- Responsible for implementing and maintaining the online court booking software (Sporty HQ and 24/7 online booking service).
- Responsible for maintaining the affiliation system and CRM (Sporty HQ).
- Responsible for the website (Sporty HQ).
- Responsible for effectively tracking key data i.e. utilisation rates, participation rates etc.
- Assist PR and Communications Manager with developing and successfully running a Digital Media Plan.
- To be responsible for, maintain and update the ANSC Covid 19 Action Plan and maintain as advised by the National or State Health authorities

2. Staffing

- Establish casual staffing needs and engage staff – Court bookings

3. National Programs

- Support Winning Edge Program with its coaches and players to ensure court access is available.

4. Competitions / Tournaments

- Manage/ coordinate all Pennant teams.
- Ensure a minimum number of tournaments are delivered out of the facility per year.
- Ensure delivery of in-house competitions and tournament.
- Ensure all required affiliation requirements are met.
- Be available to work evenings and weekends as required.
- Ensure courts are cleaned prior to use during each day of use and major events, and be willing to seek assistance when necessary on event days.
- Work with Squash Australia Events Coordinator to prepare Centre ahead of and during major events.

5. Other Programming

- Investigate the viability of and implement a range of lifestyle activities.
- Establish partnerships with potential facility users (sporting bodies, Gold Coast City Council and community groups).

6. Organisational Excellence

- Forecast, report and deliver on financial budgets.
- Ensure organisational procedures are in place to manage compliance and risk.
- Ensure stakeholder obligations and expectations are exceeded.
- Receive and action day-to-day requests as required.
- Complete monthly reporting.

KEY ATTRIBUTES

- Excellent presentation skills
- Excellent problem solving skills
- Be a team player
- Have a relevant degree or equivalent working experience
- Have excellent computer skills especially in Microsoft office products
- Have experience in developing focused commercial offerings
- Provide excellent customer services
- Excellent people and communication skills
- Excellent time management
- An attention to detail
- A valid driving license
- A background in Squash is preferable
- Accredited or be willing to attain Squash Foundation Coach (desirable)

APPLICATION PROCESS

All applicants are required to send their CV and Cover letter, stating in no more than one page why they should be considered for the role to Mark McLatchey via email - mmclatchey@squash.org.au by C.O.B Friday, June 19 2020

