

NQ OPERATIONS MANAGER

Position Description

The Position

Reporting directly to the NQTA President and appointed representatives, the Operations Manager will collaborate with NQ Administration and Game Development staff in supporting the delivery of strategic and operational priorities across Queensland.

The Operations Manager will provide member services support for Affiliates and stakeholders, leading to the development, expansion, and growth of touch football in North Queensland.

The role will be pivotal in ensuring affiliates and stakeholders are delivering best practice administration and governance, supporting quality competition experiences and representative opportunities, whilst identifying and developing business opportunities with competition providers, partners, local government, and schools.

The Operations Manager will be responsible for the administration function to Board/Committees and coordination of events and representative pathways, programs, and teams, in line with NQ pathways.

Key Objectives

1. Coordination of strategic planning and operational support for Affiliates leading to the development, expansion, and growth of touch football.
2. Coordination of best practice administration, governance, compliance and WHS requirements for Affiliates and stakeholders.
3. Coordination of training for Affiliates and stakeholders on all aspects of best practice governance, competition delivery and Touch Football online systems.
4. Coordination of events and administration of representative pathways programs, programs, and teams.
5. Administrative support for Board/Committees to support strategic and operational priorities.

Operational Support

- Coordination of strategic planning with Affiliates ensuring their alignment to TFA and QTF strategies.
- Providing support and assistance for Affiliates in best practice competition management that promotes and encourages inclusive participation in touch football.
- Work with Affiliates to support volunteer recruitment and retention, coach and official development, and assist with identifying grant and sponsorship opportunities.
- Coordinate and deliver education and training on Touch Football online systems.
- Coordinate, facilitate and deliver promotional and marketing programs to increase participation.



- Monitor the health of Affiliates, competitions, facilities, participation rates and implement strategies to ensure the ongoing viability of Affiliates.

Governance, Compliance and Work Health and Safety

- Ensure Affiliates undertake best practice administrative, governance, Work Health & Safety and risk management practices.
- Provide support and training of Affiliates on Incorporation and legislative requirements (i.e. Child Protection), TFA/QTF policies (i.e. Disciplinary Regulations, Member Protection, etc.), TFA affiliation, registration and insurance requirements.
- Develop and update operating policies and procedures to ensure Affiliates meet legislative and policy requirements, conduct regular compliance checks and rectify issues of significance.
- Collaborate with the NQ Game Development staff in ensuring the delivery of education and development programs to support Affiliates and stakeholders.

Building and Maintaining Key Relationships

- Lead and maintain high level and effective communications with Affiliates and stakeholders.
- Develop and maintain strong relationships with local Affiliates, Associations, Government, Schools and other stakeholders to develop and grow opportunities for touch participation.
- Identify opportunities for new Affiliates, alliances and partnerships.
- Communicate and facilitate the delivery of NQTA commercial and partner programs to Affiliates.
- Provide leadership and maintain strong relationships with Boards/Committees.
- Build rapport with existing connections to maintain networks internally and externally.

Events and Representative Pathways

- Coordination, promotion, and marketing of annual events calendar.
- Coordination and delivery of local events that support ongoing participation and pathway opportunities.
- Coordination of representative pathways, programs, and teams, including team logistic, transport, accommodation, uniforms, finances, player, and team officials support, in line with NQTA pathways.
- Budgeting and acquittal of events and representative pathways, programs, and tours.

Support Boards and Technical Committees

- Provide administrative support to Boards/Technical 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.