

**Appendix 2
Job Description**

Revision Date: December 2024

Position Title:	Tactix Team Operations Manager		
Work Area:	Performance/ Administration	Reports to:	General Manager
Primary Location/s:	Christchurch		
Employment Status:	Independent Contractor Part-time from 1 st January 2025 to 31 st August 2025		

Primary Purpose of Position

To be the central point of the organisation and communication for the Tactix team, resulting in an efficient, professional and high performing culture.

This is a part-time position, working in partnership with the Tactix Head Coach, General Manager, Players and Team Support Staff to ensure the efficient delivery of the Tactix team’s preparation and competition programmes, promotional obligations and community engagements.

Within this environment the Team Manager will be responsible for leading the wellbeing component for the Tactix team as well as ensuring that the team meets all competition requirements within the ANZ Premiership.

The Tactix has a lean and efficient staffing structure where everyone supports each other with the common goal being to win the ANZ Premiership. In practice this means that at times all staff will turn their hands to a variety of team, competition or administrative related tasks that may not be stipulated in their individual position descriptions

KPI's

- Adhere to and track the expenditure of the approved budget
- Player/Coach satisfaction and feedback at an average of 7 or higher out of 10
- 100% successful execution of commercial and community engagements

Responsibilities & Measures

Key Accountabilities	Critical Factors
Manage Operational Requirements	<ul style="list-style-type: none"> • Working with the Head Coach to support the planning of the campaign. Ensure all operational requirements for camps, games and training sessions are actioned in a timely and professional manner in consultation with the Head Coach and communicated appropriately with all relevant personnel. • Support the Event Manager in the planning of events such as the Team Launch and Membership Event and prizegiving • Lead the development of itineraries for all team activities ensuring arrangements are actioned and communicated to all relevant personnel in a timely manner using Arc platform.

Responsibilities & Measures	
Key Accountabilities	Critical Factors
	<ul style="list-style-type: none"> • Co-ordinate the delivery of the team's promotional requirements, commercial and community, as well as any open team trainings (see also sponsorship obligations). • Support Tactix Administrator with the successful delivery of all promotional obligations including NPA commitments and the Train with the Tactix programme. • On bench support to Head Coach and players as required for duration of season, ensuring all pre and in match timings are correct. Delivering the post-match nutrition protocols, managing broadcast and other media requests, supporting player through the DFSNZ process. • Attendance at key team trainings and meetings as required, • At team trainings be responsible for players and support staff accessing and exiting the facility and ensuring the court area is left tidy. • Work with the HPSNZ Facility Manager to ensure the court is clean and safe and if not report issues in a timely manner • Lead the design and ordering of the team uniform with the apparel provider in compliance with the ANZP Commercial Manual and sponsor obligations. • Management of compliance with DFNZ, privacy and integrity requirements for the Tactix. • Work with the nutritional support personnel to plan and co-ordinate the nutrition and hydration requirements for meals, pre & post-match, as well as training and any pre-season camps. This may include at times preparing meals, i.e. making recovery smoothies but also full team lunches or dinners. • Be responsible for the paperwork in respect to any in season contracting of any interim or replacement players and advise the GM and payroll of any team changes. • Manage and advise payroll of any player deductions i.e. tickets, shoes etc.
Budget Management	<ul style="list-style-type: none"> • Work with the General Manager to prepare and monitor all Tactix team budgets, ensuring all programmes are completed within budget. • Maintain an estimate/actuals budget in season to track spending and follow up any outstanding invoices. • Make decisions in respect to operational logistics with the mindset of being financially prudent. • Reconcile monthly credit card statements. • Code and track any invoices relating to the team. • Manage team expense and mileage claims.
Effective relationships, excellent communication and a positive team culture	<ul style="list-style-type: none"> • Manage the platform for team communications, including keeping the calendar up to date and accurate using the scheduler in Arc. • Provide leadership and direction to team members on all 'off court' matters.

Responsibilities & Measures	
Key Accountabilities	Critical Factors
	<ul style="list-style-type: none"> • Support the Head Coach and GM in the management of feedback processes for the team throughout the season. This includes the management and record keeping of in season feedback. • Build and maintain effective relationships with key personnel across the team operations. • Build and maintain effective relationships with key stakeholders, partner centres and other key providers. • Recognise and understand the responsibility of your role in maintaining exemplary behavioural standards • Recognise and understand the individual needs of team members and provide the appropriate support or guidance. • Observe and feedback to the relevant management team personnel any information that could help ensure the group is able to perform to their potential. • Ensure that the confidentiality of personal information is maintained in accordance with the Privacy Act.
Sponsorship Contract Obligations	<ul style="list-style-type: none"> • Work with Tactix General Manager and Event Manager to draft a comprehensive and accurate partner asset matrix ensuring it stays up to date • Support the Tactix General Manager in working alongside partners to draft and execute leverage plans for contracted assets • Communicate partners leverage plans in respect to digital assets to marketing resource to execute • Support delivery of league and team sponsorship contractual obligations – working alongside the Tactix General Manager and the NNZ Commercial team as they relate to the team and player appearances. • Management and delivery against NDA agreements
Community	<ul style="list-style-type: none"> • Lead the construction of a Community Engagement Plan alongside the Mainland Relationship Manager and Administration manager. Communicate plan to Tactix Team and Staff.
Social Media Content	<ul style="list-style-type: none"> • Provide the social media/Marketing Manager with content from team trainings and at away games in a timely manner
National Netball League Team	<ul style="list-style-type: none"> • Support the Management of the Mainland National Netball league team, ensuring alignment of systems and structures.
Health and Safety, COVID Management, Policies/Documentation	<ul style="list-style-type: none"> • Be responsible for the reporting of any Health and Safety related incident to the General Manager in a timely manner. • Management of the team incident reporting registrar. • Be familiar with the NNZ Anti-Doping Regulations and the Drug Free Sport NZ testing procedures • Be familiar with the Players Collective Employment Agreement
Tactix intern programme	<ul style="list-style-type: none"> • Support the delivery of the Tactix Intern programme as and when required.

Key Relationships	
Internal	External
<ul style="list-style-type: none"> • General Manager • Head Coach 	<ul style="list-style-type: none"> • Other ANZ Premiership Team Staff – Event and Team Managers

<ul style="list-style-type: none"> • Other Coaching Staff • Players (including interim players) • Medical Staff (Physio and Doctor) • Strength and Conditioning Coach • Analyst • Media Liaison • Event Manager • Management Committee • NNZ staff 	<ul style="list-style-type: none"> • NZ Netball Players Association PRM • Team sponsors • External Media
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Staff Reporting	
Paid	Volunteer
Nil	Nil
Delegation of Authority	
Nil	

Core Competencies, Skills & Qualifications/Experience	
Competency	Descriptors
Action Orientated	Enjoys working hard, is action oriented and full of energy for the things he/she sees as challenging, not fearful of acting with a minimum of planning, seizes more opportunities than others. Happy to roll sleeves up and get stuck in.
Dealing with Ambiguity	Can effectively cope with change, can shift gears comfortably, can decide and act without having the total picture, isn't upset when things are up in the air, doesn't have to finish things before moving on, can comfortably handle risk and uncertainty
Approachability	Is easy to approach and talk to, spends the extra effort to put others at ease, can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others, builds rapport well, is a good listener, is an early knower, getting informal and incomplete information in time to do something about it
Conflict Management	Steps up to conflicts, seeing them as opportunities, reads situations quickly, good at focused listening, can hammer out tough agreements and settle disputes equitably, can find common ground and get cooperation with minimum noise
Directing others	Is good at establishing clear directions, sets stretching objectives; distributes the workload appropriately, lays out work in a well-planned and organized manner, maintains two-way dialogue with others on work and results, brings out the best in people, is a clear communicator.
Priority Setting	Spends his/her time and the time of others on what's important, quickly zeros in on the critical few and puts the trivial many aside, can quickly sense what will help or hinder accomplishing a goal, eliminates roadblocks, creates focus.
Planning Accurately	Scopes out length and difficulty of tasks and projects, sets objectives and goals, breaks down work in the process steps, develops schedules and task/people assignments, anticipates and adjusts for problems and roadblocks, measures performance against goals, evaluates results.

Core Competencies, Skills & Qualifications/Experience	
Competency	Descriptors
Empathy & Passion for Sport	<p>Appreciates the finer points of participating and competing</p> <p>Makes decisions with the best interest of sport in mind</p> <p>Has a good knowledge of sport in general and netball in particular</p>

Other
<p>Given the demands of this role, and the nature of working sport, work outside standard working hours will be required in the evening and weekends</p>