



Hutt Valley Badminton Association Inc
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Position Description

Job Title:	Operations Manager
Location:	Vogel Street, Naenae
Reporting To:	Hutt Valley Badminton Association Committee
Direct Reports:	1-10 including the Development Manager, Shuttle Time Delivery staff, and operational staff as required to run the business
Date:	3 Dec 2023

Badminton Hutt Valley Vision and Values

Our Vision: Badminton is one of the leading participation sports in the Hutt Valley

Our Values:

- H** Honesty
- E** Enthusiasm for badminton
- A** Attitude on and off the court
- R** Respect for each other, equipment and badminton
- T** Team work

Our Strategic Objectives:

- 1** BHV staff and volunteers are supported, valued and have fun
- 2** BHV is financially sound with cash reserves
- 3** BHV enables a positive and progressive experience for participation and high performance users
- 4** BHV has a modern fit for purpose badminton facility
- 5** BHV increases its membership by 10% per annum

Purpose of the Operations Manager position

The Operations Manager is responsible for the day to day operations of delivering badminton in the Hutt Valley, contributing to the vision by delivering the objectives in a manner which supports our values.

Responsibilities	Outcomes sought
Leadership	<ul style="list-style-type: none">• Lead the team of employed and volunteer staff to drive the objectives• Demonstrate the values on a daily basis• Adopt a continuous improvement mindset and actively encourage the same from staff and volunteers• Foster a culture that aligns people with the values of Badminton Hutt Valley.
Facilities Management & Events	<ul style="list-style-type: none">• Ensure the badminton hall on Vogel Street is maintained to a safe and high standard.• Ensure local, regional and national events are scheduled and run efficiently• Optimise the use of the badminton hall to ensure the objectives are achieved• Improve the efficiency of daily operations, including court hire, payments and engagement with players, coaches, clubs and third parties.
Governance	<ul style="list-style-type: none">• Clearly communicate any governance issues to the BHV Committee immediately• Provide the Committee with the information to ensure effective Governance.• Provide a written update on progress towards delivery of the strategic plan to the Committee at each BHV Committee meeting.
Financial & Commercial	<ul style="list-style-type: none">• Use excellent commercial acumen to create realistic budgets and then deliver to them.• Identify operational improvements to improve the badminton experience for all participants.• Identify appropriate funding channels and apply for appropriate funding to secure resources to deliver strategic objectives.
Strategy & Operations	<ul style="list-style-type: none">• Contribute to and deliver on strategic objectives

Responsibilities	Outcomes sought
	<ul style="list-style-type: none"> • Coordinate the delivery of Shuttle Time in the Hutt Valley • Support the Development Officer to retain and grow Shuttle Time in schools • Increase in the number of people participating in badminton in the Hutt Valley
Risk & Compliance	<ul style="list-style-type: none"> • Ensure BHV is compliant with all relevant legislation • Identify risks and manage these to minimal levels where practical • Ensure Business Continuity Plans are maintained.
Marketing & Communications	<ul style="list-style-type: none"> • Promote Badminton Hutt Valley • Manage the public profile of BHV, including the website, social media channels, newsletters,
Stakeholder Management	<ul style="list-style-type: none"> • Form effective relationships with: <ul style="list-style-type: none"> ◦ key personnel at Badminton NZ to seek support and insight to improve outcomes ◦ Local councils ◦ Grant providers and sponsors ◦ Clubs, schools and other Associations
Maintain a healthy and safe environment	<ul style="list-style-type: none"> • Ensure any health and safety issues are escalated to the Committee

Experience & Qualifications

The ideal candidate will have:

- Proven experience in sole charge of the operation of a community sports facility
- Proven experience in seeking sponsorship from within the community
- A keen interest in badminton and promoting the sport in the Hutt Valley
- Experience managing staff, facilities, finances and relationships to align towards a common goal
- The ability to make decisions with incomplete information
- Proven experience of reporting to a committee and managing stakeholder relationships

Key Competencies

Competency	Description
Action Oriented	Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
Communicates Effectively	Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences.
Customer Focus	Building strong customer relationships and delivering customer-centric solutions.
Plans and Aligns	Planning and prioritising work to meet commitments aligned with organisational goals.
Tech Savvy	Anticipating and adopting innovations in digital and technology applications.
Drives Results	Consistently achieves results, even under tough circumstances.
Collaborates	Building partnerships and working collaboratively with others to meet shared objectives.