

POSITION DESCRIPTION

FACILITY OPERATIONS MANAGER

STATUS: This position holds a place on the

MANAGEMENT COMMITTEE

TERM: The terms of this position are as follows:

Time Frame: Must be available for 2 years.

Resources: Out of pocket expenses – Phone, travel, consumables (approved by the committee)

Recognition & Reward: Reward \$500 p.a. and free t-shirt

OBJECTIVES OF THE POSITION:

- Implement the tasks and actions as determined by the ratified strategic and operational plan.
- Monitor the performance and legal obligations of the organisation, its executive members and the committee/s.
- Be aware and vigilant in determining all responses, actions and program delivery ensuring that they are within the financial capacity of the organisation.
- Be aware, monitor and evaluate the financial status of the organisation.
- Assist with the development and delivery of all communication procedures.
- Assist with the development, management and implementation of all rules and regulations, policies, procedures and administration tasks.

KEY OBJECTIVE FOR THIS POSITION:

“To serve the members of the association and assist the executive committee in delivering the outcomes of the Operational Plan/organisations needs”.

FUNCTION OF THE POSITION:

- Deliver the products and services of the organisation.
- Assist the development of the organisation's objectives.
- Assist with the positive promotion and marketing of the organisation's products, services and activities.

INTERACTION: The position will be expected to interact with these committee/individual positions:

Management Committee

Members/stakeholders as determined

General public

| OUTCOMES /PERFORMANCE MEASURES | |
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| OUTCOME | KPI (HOW WE WILL MEASURE SUCCESS) |
| Operational objectives achieved in timeframe | All operational task/actions are delivered within designated timeframes. All specific actions stipulated on the person/position task sheets are completed within the timeframes and to the standard required. |
| Strong financial management | The financial status of the organisation is actively monitored and evaluated monthly. |
| Organised and effective meetings and operational outcomes | All relevant meetings are attended and participated in, to ensure the organisation is implementing members', clients' and the governments' requirements. |
| Record keeping system meets organisational and legal requirements | Organisational record management is monitored and the administration and financial tasks are up to date and in order. |
| 0BImproved communication | Relevant information and communication requirements reach the relevant group and/or individual as determined by the full committee. Relevant information required assisting the Executive Committee and the Board in their decision-making processes at meetings is sourced and provided. |
| 1BParticipation | All meetings determined to be appropriate are attended to. |

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| VISION | Is to continue to improve and develop the club and secure its future. |
| VALUES | Develop a club that promotes our clients, volunteers, spectators and delivers their needs. |
| GOAL | To continue to develop the club while providing an activity that is fun, safe and enjoyable for all. |

TRAINING REQUIREMENTS FOR THIS POSITION: The holder of this position requires training in these areas in order to promote success:

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| Induction Training |
| Facilities management with specific reference to the club |

| POLICIES & PROCEDURES REQUIRED TO UNDERTAKE THIS POSITION: | |
|---|---|
| Code Of Conduct - Players | Member Protection Policy |
| Code of Conduct – Parents & Spectators | Photography Policy & Procedure |
| Child Protection Policy | Procedure for Handling Allegations of Child Abuse |
| Child Protection Procedure | Recognition & Reward Policy & Procedure |
| Disciplinary Action & Dismissal Policy & Procedure - Volunteers | Risk Management & Safety Policy & Procedure |
| Disciplinary Action & Dismissal Policy & Procedure – Players, Parents, Visitors | Social Media Policy & Procedure |
| Equal Opportunity Employment Policy & Procedure | Substance Use & Abuse Policy & Procedure |
| Grievance Procedure | Volunteer Induction Policy & Procedure Expectations & Commitment |
| Harassment & Sexual Abuse Policy & Procedure | Volunteer Training Policy & Procedure |
| Incorporation requirements | |
| Management & Support Policy & Procedures | |

REVIEW OF POSITION DESCRIPTION:

This position description will be reviewed

DATE / / BY **Whole Committee**

Was conducted in consultation with the person/s holding this position

REVIEW OF POSITION PERFORMANCE:

This individuals performance will be reviewed

DATE / / BY **2 persons elected by the committee + 1 external person**

Was conducted in consultation with the person/s holding this position

SIGN OFF

I have read and understood all the policies, procedures, incorporation, and legislation requirements expected of this position.

I hereby agree that I am able to carry out the requirements as detailed and I agree to uphold the vision, values, goals and policies of the organisation that elected me to this position.

I hereby agree to regularly attend committee meetings, special meetings and organisation functions required of my position.

I **accept** that if I am unable to complete my responsibilities in accordance with the determined expectations, that I **will vacate** the position immediately; and/or acknowledge the organisation will have the right to declare the position vacant

POSITION HOLDER

NAME

SIGNATURE

DATE

| | | |
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WITNESSED BY

NAME

SIGNATURE

DATE

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This document is supported by a "Task Sheet" which clarifies the specific tasks, risks levels and timeframes for completion for this position.

DETAILS FOR PAYMENT OF REWARD

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|------------------------|--|
| Name of Account | |
| Bank | |
| BSB | |
| Account No | |

TASK SHEET

| FACILITY OPERATIONS MANAGER | | | |
|---|-------------|---|--------------------------|
| TASK | RISK FACTOR | EXPECTED OUTCOME | WHEN |
| Ensure the Responsibilities of Incorporation Act are discharged | H | Ensure executive members maintain the incorporation act requirements. | Always |
| | | Ensure the financial statements are prepared, audited and forwarded to Fair Trading at end of the financial year. | Always |
| | | Ensure the organisation always has secretaries position and that Fair Trading is aware of the secretary's details. | Always |
| | | Ensure that all records and communication information & material are maintained appropriately. | Always |
| Positions task | H | Prepare for, attend and participate appropriately in all committee meetings. | Mthly July - April |
| | | Undertake any assignments given by the committee to you as an individual or member of a sub-team (see 'Priorities for season 2104/15 - 2015/16 listed below) | |
| | | Maintain current knowledge about the workings of the association and key issues. | Always |
| | | Attend association meetings. | Always |
| Contracts | H | Be aware of the contractual arrangements with local council and/or facility owner/lessor | Always |
| | | Be aware of all contractual arrangements with funding programs. | Always |
| Policy and procedures | M | As a committee member, be aware of the content of all policies and procedures and ensure they are reviewed annually. | Always |
| Planning/risk reduction task | H | As a committee member, you are required to manage the outcomes of the operational plan and risk reduction tasks. | Always |
| Confidentiality | H | Implementation of the code of conduct and confidentiality requirements of the board. | Always |

FACILITY OPERATIONS MANAGER

| TASK | RISK FACTOR | EXPECTED OUTCOME | WHEN |
|--|-------------|---|--------------------------|
| Volunteer Management | H | Ensure that the recognition and reward program for volunteers has been implemented. | Always |
| Facility Standards and Oversight | H | Oversight and manage the standard of facilities in the club – grounds care equipment, furniture and fittings Work in consultation with the Treasurer to develop and maintain the Assets Register which is accurate at all times. | Always |
| Grounds, Building and Curators Oversight | H | Oversee and manage the club controlled grounds currently Wolston Park x 2 and Cj Greenfields x 3 | Always |
| | H | Effectively liaise with owners of these grounds – Qld Police Service and Brisbane City Council. | Always |
| | H | Arrange for repairs or maintenance as required – all grounds. | Always |
| | H | Oversee arrangements for use of non-club controlled grounds (mainly junior cricket). Ensure pre-season inspection. Liaise with body controlling grounds (mainly schools). | Before and during season |
| | H | Oversee and monitor the performance of the Curators at Wolston Park and CJ Greenfields. | Always |
| | H | Manage external bookings for club controlled grounds. Maintain the Grounds calendar and distribute after each update to the Management Committee and Curators. | Always |
| Schools Liaison and Communication | H | Liaise with schools, develop and maintain a good relationship with schools with a focus on use of grounds, hire costs and contracts. Arrange any ground maintenance work at schools. Provide related correspondence and documentation to the Secretary for club record keeping. | Always |
| Facility Agreements | H | Represent the club in the development of facility agreements, licences and leases. Establish required grounds usage times and provide information to Secretary for development of associated correspondence | Always |
| Facility Audits | H | Conduct/arrange and/or respond to audits of facilities to be carried out annually. | Always |

FACILITY OPERATIONS MANAGER

| TASK | RISK FACTOR | EXPECTED OUTCOME | WHEN |
|---|-------------|--|--------|
| Grounds Audits | H | Conduct/arrange and respond to audits of grounds (pitch/net reviews) to be carried out annually. | Always |
| | H | Liaise with Secretary when arranging ground maintenance work at schools. | Always |
| Ground Reports Oversight | H | Oversight the completion of grounds reports to satisfy JTL insurance requirements Review grounds reports and respond in a timely manner. | Always |
| | H | Respond to queries from users about ground standards or issues. | Always |
| Client service | H | Provide a service to the members of the organisation and work co-operatively with other members of the Management Committee, sharing the work equitably | Always |
| AGM and Committee Meetings | H | For AGM contribute to the Management Committee Report presented at the meeting. For Committee meetings provide a report on facility operations (portfolios). | Always |
| Financial oversight | H | Oversight the club's finances, collection of revenue and expenditure, with particular focus on ground hire fees and cost elements associated with grounds and facilities lease/licence/hire or maintenance, and grounds equipment costs. | Always |
| Attendance at Club Activities and Functions | M | Attend and participate in club activities and functions including sign-on, Academy, 6 a side, major Social functions and the Presentation Function | Always |

FACILITY OPERATIONS MANAGER

| TASK | RISK FACTOR | EXPECTED OUTCOME | WHEN |
|------------------------------|-------------|--|---------------|
| Facility Improvement/Upgrade | | <p>Priorities for season – 2015/16 – 2016/17</p> <p style="margin-left: 20px;"><i>1. Lit training facility CJ Greenfield</i></p> <p>WPCCC has funding for a lit training facility at CJ Greenfield. As Facilities Operations Manager you will project manage the building of the training facility. This will include negotiating a lease with BCC for the footprint of the facility and then overseeing its construction. Provide the Secretary with relevant correspondence for club record keeping and acquittal purposes. Contribute to the acquittal process.</p> <p>If funding obtained for the lit facility is insufficient capital funds may not exist for this project. You will therefore endeavour to find sponsorship or another means for completing this project.</p> <p style="margin-left: 20px;"><i>2 Wolston Park Sight Screens</i></p> <p>Liaise with QPS in regard to the offer of funding for replacement of sight screens at Wolston Park Turf ground. Work in conjunction with QPS to oversee completion of the project.</p> <p style="margin-left: 20px;"><i>3 Other projects as identified</i></p> | From election |

KEY RISKS

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| To the Club is when | <ul style="list-style-type: none"> you don't know what the executive are making decisions on. you are complacent and let the executive take control &/or do everything you don't monitor- and/or ensure no individual or specific cluster of individuals have control or undue influence you don't know or implement the tasks of your position within the timeframes allocated you don't know the legal requirements of the club (constitution, leases, rules, or funding obligations) you work in isolation attempt to do everything on their own and you don't delegate it is worse off, because of the way you and other members of the team manage decisions you don't consider the impact your decisions may have on the future existence of the club you don't communicate effectively with each other or with club members you operate to further your own personnel agenda you are not respectful to other members of committee, volunteers or members |
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KEY RISKS

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|---|--|
| <p>To club performance is when</p> | <ul style="list-style-type: none"> • you don't recognise when you need help • you don't understand the important of auditing and tracking performance (financial, club, on field development). • you don't ensure that the administration and management needs are appropriately financed &/or supported. • you don't recognised, rewarded and support club volunteers, for their contribution |
| <p>To YOU is when</p> | <ul style="list-style-type: none"> • you are set up for failure because the members or your own expectations are to high • you are placed in situations where you are required to make decisions on your own • members refuse to provide the resources required to administer the club • you are burnt out. To prevent burn out, ensure your duties are realistic -the club must "spread" & you must "delegate" responsibility... if you do too much and don't delegate you burn out and it will difficult to find another volunteer and all your hard work will be lost |

I have read and understood all the policies, procedures and requirements expected of this role.

I agree to be bound by any Code of Behaviour and Policies of WPC for the time being in force, including Australian Cricket's 'Looking After our Kids' Code of Behaviour for Affiliated Associations and Clubs.

NAME OF POSITION

HOLDER:

SIGNATURE OF POSITION

HOLDER:

DATE

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DETAILS FOR PAYMENT OF REWARD

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|-----------------|--|
| Name of Account | |
| Bank | |
| BSB | |
| Account No | |