



General Manager



Job Description (Subject to quarterly review)

POSITION:	General Manager
REPORTING TO:	Management Committee of Brisbane Basketball Inc (herein referred to as BBI)
DIRECT REPORTS:	Accounts Manager Administration Support Staff Competitions Manager Development Officer Referee Development Manager
LOCATION:	NAB Stadium, 16 Dixon Street, Auchenflower
DATE:	4 th December 2012
POSITION PURPOSE:	The General Manager is responsible for the effective leadership, development and management of BBI to ensure it achieves its strategic and operational goals.
KEY RELATIONSHIPS:	<p><u>Internal</u></p> <ul style="list-style-type: none">• Management Committee of BBI• BBI Staff• Outsource contractors• Volunteers (number of capacities)• Coaching and Development appointees <p><u>External</u></p> <ul style="list-style-type: none">• Affiliated clubs, organisations including schools• Grants funding agencies – BCC and Sport and Recreation Qld• Sponsors and other commercial partners• Basketball Queensland and Basketball Australia• Media• Queensland based NBL & WNBL teams

ACCOUNTABILITIES: The GM is accountable for specific responsibilities, in particular:

Financial Viability

- Ensure the financial viability of BBI through the sound operational functioning as directed by BBI Committee.
- Meet or better the budgeted years end result for BBI.
- Submit regular operational reports on a monthly basis to BBI.
- Strengthen the organisation's financial base and income streams
- Successfully fund commercial objectives through the retention and growth of sponsorship and other income streams

Leadership

- Take responsibility for the overall leadership and management of BBI to ensure the smooth and efficient running of all areas of business.
- All staff are formally appraised for performance at least half-yearly and notify the outcome of these for direct reports to the Management Committee.
- Identify training needs from the Staff Performance Review process and establish training program with particular reference to customer focus, staff unity and a service culture.
- Ensure all staff have appropriate written individual employment contracts.
- Facilitate staff meetings and promote open communication channels. Assess and resolve issues promptly and where necessary.
- Manage key areas of employment relations of BBI and ensure HR policies and procedures are accurate and kept up-to-date.

Marketing

- Oversee the development and implementation of a Marketing Plan that will see BBI attract new sponsors and partners.
- Increase the visibility of BBI, its teams, athletes, competitions and branding within the media landscape through strategic communications.
- Consolidate, grow and service BBI's key relationships within the media landscape.
- Identify, develop and execute proactive media opportunities for BBI and its relevant media entities including QBL, junior representative program, and other development programs and competitions.
- Ensure BBI's key messages are delivered through relevant media opportunities.
- Effectively service BBI stakeholders to ensure information flow.
- Ensure that the delivery of events overseen by BA and BQ are effectively coordinated in conjunction with Basketball Australia and Basketball Queensland's marketing policies.

Relationship Management

- Ensure all stakeholders of BBI are communicated with in a manner which is both appropriate and effective. Pay specific attention to communication and liaison with the volunteer base of BBI
- Protect, enhance and foster effective relationships with all funders and sponsors
- Protect and grow the profile of BBI with the public, media and other stakeholders through pro-active public relations programs
- Represent BBI in the media on all Basketball Operational issues
- Ensure BBI is recognised, in all facets, as a leading basketball association in Queensland.

- Continue to secure new and maintain existing relationships with key business partners to grow the business of BBI
- Take opportunities to evaluate new business opportunities and review existing involvements to ensure relevance to the BBI goals and identified core business initiatives

Strategic Planning and Policy Formulation

- Ensure that BBI follows a robust strategic planning and review program.
- Ensure BBI operates within agreed Business and Strategic Plans.
- Ensure that the organisation's administrative structure is effective in achieving organisational goals.
- Lead staff and the Management Committee through regular planning and review sessions. Ensure operating plans and their accompanying goals and objectives are implemented according to specified budget, timeframe and policy.
- Identify issues of importance and ensure BBI has relevant plans or policies to deal with such issues.
- Maintain up-to-date and relevant policies and procedures manual.

Facility Management

- Organise and liaise with all maintenance and cleaning suppliers to maintain the facilities to a high standard seeking approval for any major repairs or upgrades.
- Comply with all BBI and BQ risk management policies and procedures.
- Keep all required records up to date.
- Continually review all procedures and policies for improvements and required changes.
- Ensure that the stadium is always presented in a clean and tidy state.
- Continually monitor the condition of all stadium equipment and ensure that it is in a safe working condition.

Operational Management

- Ensure a professional development and training programme is undertaken that specifically enhances the skills of the Business Operations Plan in a manner which will contribute to the success of BBI
- The GM identifies his/her own specific, costed, development programme for the ensuing year.

Management Committee Reporting

- Attend monthly Management Committee meetings and ensure the timely preparation of agendas and recording of minutes. Provide a monthly report to the Management Committee
- Ensure timely advice and policy recommendations relating to management, performance and the finances of BBI

Skills and Experience Required

- Inspiring leader with strong influencing, delegation and project management skills.
- Team player, effective communicator, ability to think through problems and achieve effective solutions.
- Working knowledge of the requirements of contemporary sporting competitions and tournaments at a state and national level.
- Previous experience in servicing internal and external stakeholders to the highest standards.

- Innovative individual who is constantly seeking better ways of doing things.
- Keen attention to detail, with the highest standards of integrity
- Proactive approach to actively seek opportunities over and above the standard duties of the role
- Effective knowledge of IT and communication systems and platforms
- Must be willing to work out of normal hours, weekend and include travel.

Personal Attributes

- Passion for and competence in the management of a leading sport
- Able to influence and work effectively with stakeholders
- Motivating capability
- 'Can do' attitude
- An effective communicator (verbal and written)