



BASKETBALL QUEENSLAND

Position Description

1. Position

Position Title:	Regional Services Manager
Terms:	Full-Time
Location:	Townsville
Supervises/Manages:	Nil Staff
Date last revised:	4 February 2013

2. Organisation

Basketball Queensland (BQ) exists to provide leadership and a State-wide framework for member associations to grow and develop the sport of basketball for all participants. Basketball Queensland is governed by a Board.

3. Purpose of the Position

To support Basketball Queensland member association Townsville Basketball Inc. (TBI) and its affiliated clubs through the provision of advice and support in relation to:

- Governance;
- Volunteer Management;
- Participation Initiatives;
- Information Technology training;
- Funding and support through Government and Private Enterprise grants and programs;
- Partnerships with organisations to encourage greater participation and volunteering in basketball activities;
- Sourcing sponsorship, fund raising and corporate partnerships; and
- Marketing and promotional activities to ensure the local communities are aware of local basketball volunteering activities and events to maximise volunteering opportunities

4. Duties/Responsibilities

The Regional Services Manager (RSM) for TBI will be responsible for building infrastructure and the capacity of both TBI and all basketball clubs affiliated to TBI to provide opportunities for participation in the physical activity of basketball are available across the City. The key roles will be:

Townsville Regional Services Manager

1. Marketing

The RSM will be required to assist clubs in sourcing opportunities to improve the profile of all clubs and TBI. The RSM will work with the local media promoting basketball in the community, assist in creating promotional events and advertising, and support clubs in creating additional opportunities to increase and retain participants.

2. INCREASE OPPORTUNITIES FOR NON-BASKETBALL REVENUE

A component of this role will be creating revenue streams which ensure the role is sustainable after the seed funding has ceased. The RSM will work in conjunction with TBI and the clubs to identify and secure alternate sources of revenue. These will include grants, sponsorship and other fund raising activities. It will be inherent in this activity that the RSM provide training to club personnel so that they have practical means to increase their club's revenue. The RSM will additionally liaise with local sport and recreation staff members and Townsville Regional Council grant writers to provide the most effective and efficient means of delivering these outcomes for all clubs.

3. PROVIDING GOVERNANCE TRAINING

Many of the clubs in TBI are in need of a review of their current constitutions and governance structures.

This is needed to ensure that they provide for corporate memory and sustainable Management Committees through the development of succession plans combined with strategic and operational planning processes. The RSM would be responsible for assisting clubs with collective governance activities such as updating by-laws, policies and procedures for resolving issues and improving meetings to ensure that management committees operate at the strategic level.

4. SUPPORT VOLUNTEERS

It is recognised that volunteers are the cornerstone to success of all Non-Profit Organisations (NPOs). The RSM will be responsible for developing a consistent volunteer management policy that covers recruitment, induction, training, recognition, performance management, dispute resolution and renewal. Each volunteer role will have a position description which sets out the role and responsibilities of the position.

Club volunteers will be provided with training to ensure they can manage their clubs more effectively and efficiently, maintaining and encouraging new volunteers to contribute to each club. The RSM will also act as a conduit between the clubs and TBI, allowing for volunteers to provide feedback so that problems can be identified and rectified early.

5. IMPROVE COMMUNICATION BETWEEN CLUBS

The RSM will ensure that all feedback and decisions made by clubs within TBI are communicated to all clubs and their members in a timely and appropriate manner. The RSM will ensure that the clubs work in a cooperative and collaborative manner through regular communication (either face to face or by electronic media).

6. IMPROVE ADMINISTRATION PROCESSES

Processes within the TBI clubs have not been reviewed in many years. This will be part of the RSM's role to ensure that the processes are not onerous, comply with regulations, minimise risk, are transparent and take advantage of the latest Information Technology.

7. LINKS TO SCHOOLS

TBI currently has a very good relationship with schools in Townsville. The RSM will work with these schools to ensure that the links remain strong. The RSM will also identify schools that do not currently have links but have the potential to form links to both TBI and the clubs and will provide advice and direction to clubs in both establishing and strengthening such relationships. The RSM will then help foster such relationships to ensure they become long term links and benefit both the sport and everyone involved.

8. PROVIDE INFORMATION TECHNOLOGY TRAINING

Basketball Queensland provides a powerful database and competition software; however, ongoing training in the use of this has been difficult with clubs and associations requiring constant training in its use. As a consequence there is a need to develop training packages in the use of this software to ensure that it is used to maximum efficiency. The RSM will be responsible for the ongoing training of TBI and the Clubs in the use of the database.

9. INCREASING PARTICIPATION

TBI and the clubs represent the second largest group within Basketball Queensland. Participation numbers have; however, decreased slightly each year for the last five years. The RSM will be responsible for identifying strategies to increase participation and to capitalise on the relationship with both the Townsville Crocs and the Townsville Fire WNBL Team to encourage greater participation in the sport in Townsville.

4. Selection Criteria

Mandatory

1. Demonstrated high level of written and oral communication skills, including the ability to be client focused and able to communicate and negotiate with a broad range of people at all levels.
2. Proven skills and knowledge in Microsoft software (Word, Excel, PowerPoint), use of internet and e-mail and ability to update websites.
3. Hold a current Queensland drivers licence.

Desirable

1. Demonstrated skills in governance of sporting Associations;
2. Demonstrated knowledge of compliance requirements for sporting associations;
3. Demonstrated skills in marketing and sponsorship;
4. Have your own motor vehicle; and
5. An understanding of the structure of basketball in Queensland.

5. Performance Indicators

- KPI's identified in Operational Plans are met.
- The services provided regarded by stakeholders as well organised, efficient, professional and customer focused.
- Project plans developed, maintained and reports generated as requested.
- Basketball Queensland internal operations are efficient and effective with all necessary policies in place.
- Increased level of technical skills in member associations and clubs.
- Client surveys/feedback utilised in program analysis and improvement.
- Increased number of game officials (referees, statistics personnel, scoretable) within the allocated region.

6. Other information

Basketball Queensland is required to meet the demands of a sport which operates seven days per week, with the timing of certain activities being critical to its success. Basketball Queensland staff will, as the circumstances of the case determine, contribute their time and efforts outside normally recognised office hours where their personal attention, knowledge or expertise may benefit BQ, its objectives and achievements.

As a member of staff, you will, on occasions, be required to travel in order to attend functions as a representative of Basketball Queensland. Your conduct and appearance should reflect the role of ambassador and your activities set an example to other employees.

It will be a condition that Basketball Queensland will be entitled to be fully informed of the results of all work done by you and to have full and exclusive benefits of its results. It will be a condition that you will not without authority, divulge to any other person any information in regard to the affairs of Basketball Queensland.