

## **Operations Manager - Robyn Hunter**

As the Operations Manager I take care of the day to day administrations of Fencing Victoria.

This involves looking after all memberships, and membership data. I ensuring that membership information is up to date and that data gets into the AFF Portal. I help members sort out any issues that fencers have with either the system or the AFF when it comes to this data.

I liaise with coaches and fencers to ensure that all fees are up to date. Including squad attendance (as mandated by the AFF), ensuring HPP athletes for all Weapons are meeting their obligations to attend squad sessions.

I Print and Distribute Membership Cards each year.

I take enquiries by phone and email about almost everything and if I cannot help, I refer the fencer to the person who can.

I manage the website and keep it up to date - soon I will be learning details about a possible new website that Sporting Pulse is offering us. I am also working on a 'Clubs' page that will have a little bit about each club, that prospective fencers can look at when they go to our website. **If your club has not sent me your blog, logo and details - please do, as I would hate any clubs to be left out.**

I keep an up to date list of current Coaches and their Level on the website – ensuring that all Coaches in Victoria are correctly affiliated at both State and National Level and keep a WWCC list for Coaches of Star Clubs. I also work with the State Coaching Manager to help coaches with Accreditation and Affiliation issues.

I update Star Club Forms annually and ensure they are sent out and placed on the website prior to Annual Renewal. I work with clubs to ensure they get their Affiliation and Star Club Forms back and pay their affiliation on time.

I gather Statistics for the Executive as required and assist with State Funding Applications and Travel Grants when requested.

I manage the booking and usage of the State Fencing Centre. Keeping an eye on the Security footage to ensure not only correct use of the facility, but also to detect any unauthorised activity in the Centre. I enforce the rules of the Centre and issue fines when required.

I also help Carol with the Finance, refunding items when necessary and contacting all fencers that have tried to purchase through the system, but failed to complete their transaction. I do this, not only to find out if they are having issues with the portal and if so, how I can help them, but also to inform them that their transaction has not processed correctly, so they have a chance to redo the transaction in time for a competition or affiliation deadline.

I help out with Competitions when required in the areas of Products and Refunds. I also help Emily with information distribution to members when required and send her member updates for the Newsletter, to ensure that everyone who wants the newsletter gets it and that those that opt out, do not

I do pretty much anything asked of me to help keep Fencing Victoria functioning as efficiently as I can and implement ideas that can help provide a better service for members. This means that I am regularly on the phone to Sporting Pulse, or sending them emails, asking them questions and giving them feedback that will help make the system better for FV's use. If FV or Members have an issue with the system, I work with Sporting Pulse to resolve it, or we work out a way around the issue. To this end I do webinars with them and send them reports on what FV wants, so that they can work on providing it.

**Currently I am running sessions for Club Administrators to help use and understand the Sporting Pulse GameDay system. Feedback has been good so far, but there are still several Clubs that have not contacted me and I would love to hear from them.** I am also in the process of creating a user manual for the back end of the system with Step by Step guides to it's usage.

Please remember that I am here to help. I can be contacted via [communications@fencingvictoria.org](mailto:communications@fencingvictoria.org) or by phone - 0497583023