

Pulse Team & Operations Manager – Position Description

Position	Netball Central Zone Pulse Team & Operations Team Manager	
Reports to:	Netball Central High Performance Manager	
Area:	High Performance	
Period of contract:	Permanent	
Direct Reports:	Nil	
Working Relationships:	Netball New Zealand Events staff Other Zone Events & Team staff Central Zone Centre staff	HPSNZ Providers Identified media & community contacts Sponsors

PURPOSE STATEMENT

- The Pulse Team is the pinnacle of Netball Central Zone’s High Performance pathway. It is the team to which elite netballers in the Central Zone aspire. Accordingly, the role of Team & Operations Manager is highly significant in providing a challenging but supportive performance environment for our best players to achieve peak performance in the professional playing environment.
- The Team & Operations Manager is primarily responsible for overseeing the health and welfare of team members, working alongside the coaching and support services staff to ensure we are able to put the best possible team on court for every game.
- Alongside the pastoral requirements of the role, s/he is responsible for the smooth functioning of the team which includes the logistical arrangements around team training, travel and outfitting; communications within the team and between the team, Netball Central Zone’s office and external stakeholders; and financial arrangements pertaining to authorised expenditure on behalf of the team.

KEY RESPONSIBILITIES:

Area:	Deliverables/outcomes
Leadership	<ul style="list-style-type: none"> • Uphold, role model and lead the values of NCZ within the team environment. • Ensure acceptable standards of behaviour which reflect well on the Zone are demonstrated by team staff and players; and support team staff and players to meet these standards. • Ensure the flow of information within the team and between the team and all other stakeholders is clear, consistent, efficient and effective. • Play a mentoring role to other NCZ Team Managers.
Preparation	<ul style="list-style-type: none"> • Liaise with Head Coach on team schedule and training requirements. • Attend all trainings and fixtures as appropriate for the team’s programme • Organise and manage all logistical requirements for the team including training venues, team camps, travel logistics, match day requirements, promotions, tickets etc. • Manage uniform, equipment and general supplies for the team in the most cost-effective manor • Prepare and arrange player/sponsor engagements



Netball Central

Poitarawhiti Ngakau

Area:	Deliverables/outcomes
Competition	<ul style="list-style-type: none"> Ensure appropriate requirements as described in the competition rules, operations manuals and NZNPA collective agreement, are adhered to. Complete to a high standard all requirements on the bench in-game, as required by ANZP and team staff.
Pastoral	<ul style="list-style-type: none"> Manage the induction process for all players into the Pulse environment. Ensure high performance standards are met and maintained in the areas of nutrition, hydration, warm-up and recovery practices.
Media	<ul style="list-style-type: none"> Prepare game and promotional schedules for upcoming activities/appearances. Manage the player allocation and hours for promotional/community activities. Manage media and public relations work by players and staff as required. Update social media according to the marketing plan and requirements.
Organisational	<ul style="list-style-type: none"> Maintain record keeping for team meetings and collective decisions including SCRUM meetings. Prepare, manage and report against the budget allocation for the operational budget for the team. Ensure accurate financial records are kept for team expenditure. Have input into Performance Department's reporting requirements.

PERSON SPECIFICATION:

Competencies	
Approachability	Is easy to approach and talk to, spends the extra effort to put others at ease, can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others, builds rapport well, is a good listener, is an early knower, getting informal and incomplete information in time to do something about it.
Informing	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organisation, provides individuals information so that they can make accurate decisions; is timely with information.
Interpersonal Savvy	Relates well to all kinds of people, up, down, and sideways, inside and outside the organisation, builds appropriate rapport, builds constructive and effective relationships, uses diplomacy and tact, can diffuse even high-tension situations comfortably.
Organising	Can marshal resources (people, funding, material, support) to get things done, can orchestrate multiple activities at once to accomplish a goal, uses resources effectively and efficiently, arranges information and files in a useful manner.
Time Management	Uses his/her time effectively and efficiently, values time, concentrates his/her efforts on the more important priorities, gets more done in less time than others, can attend to a broader range of activities.
Understanding Others	Understands why groups do what they do, picks up the sense of the group in terms of positions, intentions, and needs; what they value and how to motivate them, can predict what groups will do across different situations.
Written Communications	Is able to write clearly and succinctly in a variety of communication settings and styles, can get messages across that have the desired effect.