



Committee Role Descriptions

Title: Operations Manager

Overview: Manchester Chargers are the premier Touch club in the North West and our goal is to grow and sustain the sport. Our focus is to develop the game, grow participation and help more people to play Touch, more often.

Role purpose:

- Be responsible for the day-to-day operations of the club, working with the committee to deliver the objectives of the club
- Work with other committee members to develop and embed efficient and standardised processes in the daily running of the club
- Document and track team plans, updating the committee when required
- Work with other committee members to operationalise team plans, supporting the sharing of useful information and best practice
- Scope opportunities for continuous improvement in all areas of the club
- Coordinate committee meetings with other committee members

Length of term: Elected by Voting Members at AGM for a 1 year term.

Touch Calendar: The Touch calendar is cyclical, with key tournaments taking place over spring and summer with more focus on strategic planning over autumn and winter.

Required Skills and Experience:

Person specification	E	D
Programme management experience	X	
Quality improvement expertise		X
Proven track record of effective leadership and management of a team or organisation.	X	
Well-developed interpersonal, verbal and written communication skills	X	
Highly motivated and target-orientated	X	
Significant experience of building trust and strong relationships with a range of stakeholders at all levels.	X	
Ability to act independently and impartially, making decisions objectively, based on understanding of facts and different perspectives.	X	
Have operational/leadership capability to develop and deliver team vision		X
Needs strategic experience	X	
Excellent engagement at all levels		X
Understanding of governance processes - for legal reasons due to Covid-19		X
Experienced in inclusivity and involvement of different groups		X



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Scope of job/key elements:

Main duties and Job Accountabilities	Measures and input required
Ensure the day-to-day running of the club is effective, working with committee and external stakeholders to deliver the objectives of the club.	<ul style="list-style-type: none">• Demonstrate effective leadership to the within the club• Lead on the operational implementation of the Strategic and Operational plans.• Inspire and empower volunteers to lead and deliver on their areas of responsibility effectively.• Be the lead conduit between different areas of the club, building a collaborative and inclusive environment that values diversity.
Work with the committee to ensure the delivery of key programmes and initiatives	<ul style="list-style-type: none">• Work collaboratively with Competition Manager (and team) to ensure the calendar works for all level of player.• Ensure the High Performance programme is progressive and thriving, whilst meeting targets.• Act to assure the development of the club is evolving within the framework set.• Work with Membership Manager to ensure members receive a high-quality service and are engaged with the development of the club.
Manage the training and development of club members and committee.	<ul style="list-style-type: none">• Work towards developing key club members and rewarding with CPD.
Work with Governance Manager putting in place appropriate systems to manage Complaints and Appeals	<ul style="list-style-type: none">• Ensure the committee is open and accountable to the members and actions stand up to scrutiny
Responding to queries on governance and members matters from members	<ul style="list-style-type: none">• Manage and monitor incoming email and respond accordingly



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