

Task Descriptions



Title: National Squad – Team Operations Manager

We are looking for enthusiastic individuals to join the High Performance Team, to assist the eleven teams heading to European Touch Championships in 2020, Nottingham.

Role purpose:

An England National Squad Team Operations Manager will:

- Be responsible for the organisation and administration of their allocated team from pre-tournament preparation through to post-tournament wrap up meeting; and
- Work within a matrix management environment with the England High Performance team (specifically Head of Elite Operations), with a dotted line management to the Head Coach of their respective national team

Reports to: Head of Elite Operations (with dotted line to respective Head Coach)

Team: High Performance Team

Hours required: 2-5 hours of planning and review work on a week-to-week basis (the workload varies throughout the campaign) in addition to England training sessions as required.

Locations: Work from home; working away from home for both England training and tournaments.

Contract type:

Appointment by High Performance Director and Head of Elite Operations

Appointment will be for the duration of the ETC 2020 campaigns

Salary and benefits:

Voluntary role; tournament accommodation provided free of charge plus fixed sum tournament travel allowance; kit allowance also provided. Part of the #OneEngland Rewards and Recognition scheme. If you have any questions please contact the High Performance Director, Ben Powell (Ben@englandtouch.org.uk)

Experience:

- Demonstrable team management experience, delivering within pressurised environments with multiple stakeholders;
- Previous elite sporting team management experience. Touch (at international, or England Nationals or NTS level) is preferable, but other sports would be beneficial.

Qualifications:

- Basic sports first-aid training qualification is highly advantageous; and
- DBS check will be required, if not already completed

Key dates: TBC

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How to apply:

In order to apply we ask that all applicants read the information above carefully and study the 'Skills and Qualities' and the 'Scope of roles/key elements' sections below to determine your suitability.

Please click on the following link to complete the online application form: [England Touch High Performance Application Form](#)

If you have any questions about the application either prior to submitting or after submission, please email Ben@englandtouch.org.uk.

We aim to acknowledge your application within 7 days of receipt. The High Performance Panel meet regularly, and we will advise on the outcome of your application as soon as possible.

Skills and Qualities:

Person Specification	E	D
Able to manage projects with tight, and at times, immovable deadlines	X	
Able to stay calm under pressure, and continue to work effectively and communicate clearly	X	
Ability to work with a range of stakeholders: National Head and Assistant coaches; the High Performance and Technical Teams at England Touch; the Medical, Sports Science and S&C teams at England Touch; Apparel team	X	
Ability to engage and understand your audience and act with diplomacy (including ability to communicate messages from management in professional manner)	X	
Builds strong relationships within the allocated squad and across the wider England Touch community. Uses these relationships to deliver for their allocated squad and for the whole high-performance touring team (as this role will form part of overall tour management team)	X	
Understands the importance of clear communication, verbal and written, to individuals and wider audiences across a variety of mediums – and able to facilitate this to build, maintain and utilise good relationships. Communication might involve WhatsApp and website updates, competition management etc.	X	
Ability to deliver through others	X	
Excellent organisation, time management, and IT skills	X	
Ability to trouble shoot, adapt and problem solve on the run	X	

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Scope of job/key elements:

Main Duties and Job Accountabilities	Measures and Input required
Support the Head Coach to ensure the wellbeing (physical, emotional, psychological) of athletes in their care	Create a safe and supportive environment
Where required, be the communication between athletes and England Touch to support with the collection of information	Work with Membership Manager and Head of Elite Operations to ensure that athletes are completing information accurately and within deadlines
Be the lead on all team operational matters	Work with Head of Elite Operations to ensure that arrangements are in place for: transport; accommodation; facilities; kit; food; laundry; etc
Work with England Touch to chase and track athletes' personal payments	Remind athletes about payment deadlines, ensure payments are paid on time
Be the primary point of contact for the team on operational and management aspects	Communicate messages from HP team, to all athletes throughout the campaign and especially during tournaments
Support coaching staff to deliver their objectives (including team building exercises) off or on pitch	Enable the coaching team to focus on coaching
Attend meetings and workshops	As required
Support the Head Coach in the establishment of a positive and supportive high-performance environment for their team (staff and athletes)	Clear, agreed upon team goals, values, behaviours and expectations
Abide by and promote sound ethics and England Touch policy including undertaking such measures to ensure protection of athletes under the age of 18	Refer to the England Touch Code of Conduct
Develop and coordinate team schedule for tournament with the instruction of the Head Coach	Clearly programmed schedule so that athletes and staff know where to be and when