

OPERATIONS MANAGER - JOB DESCRIPTION



Who We Are

Some space. A ball. Your mates. A game.
Your team. A competition. Maybe a trophy or two.
Work hard. Develop skills. Get selected. Represent your nation.
Volunteer time. Pick up a whistle. Make a difference.
We are England Touch. Pick up a ball and play!

The England Touch Association (ETA) is a National Governing Body (NGB) for the sport of Touch (also referred to as Touch Rugby or Touch Football) in England. We are Sport England recognised and affiliated to the global governing body of Touch, the Federation of International Touch (FIT). The ETA has evolved from a committee of volunteers into a not-for-profit company limited by guarantee with an accountable board of Directors, a Senior Executive, a developing paid workforce of employees and an extremely loyal base of volunteers.

Our Vision

Our Purpose is to govern the sport of Touch.

Our Vision is to grow a more accessible, inclusive and enjoyable game, which delivers positive outcomes for physical, mental and social well-being.

Our Vision is achieved by:

- Growing the Game (increasing participation in playing, coaching, refereeing and volunteering)
- Developing the Sport (governing and developing participation from grassroots to elite level)
- Evolving as an organisation (expanding our infrastructure with a strong focus on Equity, Diversity and Inclusivity, as well as ensuring that Sustainability is also at the forefront of our thinking)

Our Vision is delivered through:

- Education (schools, colleges, universities and our educational courses and qualifications)
- Clubs (supporting club activity and engagement at all levels within our game)
- Competition (creating inclusive, diverse and accessible offers across wide ranging demographics)

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Why Do We Need You?

As the sport of Touch and our membership grows, we are aware that in order for us to be able to successfully and safely perform the duties of a national governing body (NGB), the ETA needs to develop with it. As we embark on our 2020s vision for Touch, we are seeking an Operations Manager to help us to grow and implement our operations across the organisation.

The Operations Manager role will be responsible for delivery in the following core operational areas of the ETA:

- Membership/Affiliation Offer
- Event Management & Delivery
- Training & Development
- Participation & Growth

The Operations Manager will also oversee member, affiliate and partner relationships, as well as carry out wider organisational administration. This role will work closely across other areas of the organisation, including workforce management, governance and finance.

What You'll Do

Membership/Affiliation:

- Drive membership/affiliation to the ETA (schools/colleges, universities, clubs and leagues).
- Develop our membership/affiliation offer from one that is currently transaction-based around participation in events to a more all round membership/affiliation offer with broad appeal.
- Work with our members/affiliates and other providers to develop the game of Touch.
- Develop and maintain positive relationships with members, affiliates and partners.

Event Management & Delivery:

- Plan, coordinate and support our Events Manager with delivery of various domestic events, including the BUCS University Touch Championships (UTC), National Touch Championships, National Touch Series (NTS) and schools/junior club events.
- Assist with international event delivery when hosted by the ETA.
- Support event logistics, including venue selection, fixture scheduling and equipment procurement.
- Assist with the coordination of event volunteers, external contractors and vendors to ensure smooth running of event operations.
- Assist with event registration, participant communication and results reporting as required.

Training & Development:

- Lead on the planning, delivery and development of our online and in-person courses and continuous professional development (CPD) programme, working closely with our Referee Course Manager and our Coaching Course Manager.
- Coordinate and deliver courses and CPD as required to regions, clubs, schools and other entities.
- Review and develop course materials and resources, including presentations, manuals and assessments for delivery throughout all participation channels.

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- Manage promotion of courses to interested individuals via a variety of communication channels.
- Provide ongoing training, support and guidance to course participants.

Administration:

- Contribute to the development and implementation of operational policies and procedures to streamline processes and enhance efficiency.
- Assist with general administrative tasks, including record keeping, financial management and reporting.
- Collaborate with other employees and workforce volunteers to ensure efficient operations and a positive working environment.
- Liaise with partner organisations, such as the British Universities & Colleges Sport (BUCS).

Who You Are

Qualifications:

- Level 1 or above Touch Coaching qualification, or willingness to qualify essential.
- Level 1 or above Touch Refereeing qualification, or willingness to qualify essential.
- Current UK driving licence (and access to transportation for attending events and transporting equipment).

Skills:

- Previous experience in sports administration and/or sports development.
- Proficient in using Microsoft Office, Google Drive and other relevant software applications.
- Previous experience in sports event management and competition formats (including planning, logistics and scheduling).
- Strong organisational and time management skills with the ability to plan, multitask and prioritise tasks to meet deadlines.
- Proven leadership skills and the ability to manage conflict in a constructive manner.
- Excellent communication skills with the ability to communicate effectively in a variety of situations but also good at listening to others and receiving/generating feedback.
- Strong interpersonal skills with the capability to build, develop and maintain relationships with a wide variety of people, both within and outside the organisation.
- Capable of working both unsupervised and within a team environment and being an effective team member.
- Understanding of diversity and inclusion principles to ensure equitable representation and opportunities within the organisation.
- Passion for promoting, growing and developing the sport of Touch.

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What Can We Offer You

- Opportunity to utilise and develop your portfolio of skills and experience.
- Gain valuable hands-on experience in an NGB, which is also a sporting not-for-profit organisation.
- Training and development opportunities (induction, role-specific training, workforce development training, internal IT systems training, CPD courses and conferences).
- #OneEngland Workforce Induction Pack, on-boarding session with Line Manager and access to an ETA email address and shared Google Drive.
- Inclusion in the #OneEngland Workforce Recognition Scheme (as agreed by the sub-committee of the Board).
- Membership of the ETA (including access to discounts, savings and offers (e.g. AON Plus Scheme): <https://www.EnglandTouch.org.uk/play/membership/benefits/>)
- One England Workforce Kit Allowance

Role Details

Department	Operations
Supported by	General Manager and Chief Executive Officer
Supporting	Regional Leads, Events Team & Course Coordinators (<i>you will also work closely with our volunteer workforce across other areas of the organisation</i>)
Hours	Part-Time (20-25 hours per week) <i>Flexible hours of work with attendance at meetings and events, which may be out of normal working hours, should be expected.</i>
Contract Type	Contract
Role Duration	6 months (with option to extend if the ETA's financial circumstances allow)
Remuneration	Competitive basic salary of full-time equivalent of £25,000-30,000, pro rata to part-time hours as agreed and required. Initial fixed term contract for 6-9 months subject to start date. Holiday entitlement and pension.
Location	Work from home and various other locations as required (pre-approved expenses will be reimbursed upon completion of the standard expenses form to Finance)

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Our Commitment to Equity, Diversity & Inclusion

At England Touch, everyone is welcome!

You don't have to be sporty to be part of our community. What matters to us is that we have talented, enthusiastic and experienced people working with us who can help deliver our strategic outcomes.

Our dedication to inclusivity means that we actively welcome and support differences regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity.


We recognise that the diversity of our people is a source of strength and are taking positive steps to ensure that everyone involved in our game can bring their full selves, own unique experiences and perspectives. Together we can ensure that England Touch remains a welcoming and inclusive community for all!

If you need reasonable adjustments made to the recruitment process, please mention this during your application so we can advise and support you.

Note: All employees and volunteers hold a duty and commitment to observing ETA's Diversity, Equality and Inclusion policy and procedures at all times:

https://www.EnglandTouch.org.uk/media/1902/210124_equality-diversity-and-inclusion-policy.pdf

Our Values

<p>We are Inclusive</p> <p>We are committed to making our sport accessible to all by actively promoting and providing opportunities for widespread participation</p>	<p>We are Transparent</p> <p>Transparency underpins our sport. We prioritise openness, ethics and the highest standards on and off the field, through honesty, integrity and fair play</p>	<p>We are Ambitious</p> <p>We are driven to succeed in our sport. We will not limit our goals or imagination and aim for ambitious goals, pushing boundaries ourselves and the game</p>
<p>We are United</p> <p>Success in our sport is achieved by working together. We inspire unity and collaboration, operating as one team, with common goals and shared values</p>	<p>We are Respectful</p> <p>This is the basis of our sport. We promote respect for players, coaches, referees, volunteers and all others involved in our game at every level</p>	<p>We are England Touch</p> 

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Click on the following link to apply for this role:

https://docs.google.com/forms/d/e/1FAIpQLSe3aWCqzW5v2SCGe0DFJzi5mJ_7o1w6FVcyGyMSW5K1Cv0b9A/viewform?usp=sf_link

Closing date: **Friday 8th March 2024**

Interviews: will take place week commencing **11th or 18th March 2024** and will be either in person or via Zoom online conferencing.

For more information on this role, contact:

Sammie Phillips, General Manager

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England Touch Association:

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