

**Position Title – Programs Manager**  
**Employment Status – Full Time**  
**Reports to – Werribee Basketball Association Business Manager**

## OVERVIEW OF WERRIBEE BASKETBALL ASSOCIATION

The Werribee Basketball Association (WBA) is the largest non-professional sporting association in Melbourne's West. At the Werribee Basketball Association, our vision is to "Be the club of choice in Melbourne's West, providing the opportunity for everyone to participate in the game of basketball". Our goal is to grow and strengthen our basketball community, by providing development pathways that are affordable, accessible and inclusive for players, coaches and officials of all abilities. The WBA currently has approximately 4,000 players from juniors to seniors as well as referees coaches and volunteers.

## POSITION SUMMARY

Responsible for all aspects of management, administration and operations of the Werribee Basketball Association 3x3 Hustle programs as well as representative programs including VJBL, Big V, High Performance and other programs. The Programs Manager will work with the Executive Committee and Business Manager to ensure the successful delivery, growth and day to day operations of the WBA 3x3 Hustle franchise and all basketball programs. The appointed candidate must successfully build strong and vibrant relationships with WBA members, representative players and coaches, supporters, volunteers, media, commercial partners as well as the NBL, VJBL, Big V, Basketball Victoria and Basketball Australia. To be considered for this role you will need to possess strong management and leadership skills along with exceptional communications and customer service experience gained within a sporting organisation, or other relevant context.

## RESPONSIBILITIES

### RELATIONSHIP MANAGEMENT:

- Develop strong relationships between WBA and its affiliates such as VJBL, Big V, Basketball Victoria and Basketball Australia.
- Maintain regular communication and effective working relationships with WBA staff and other key stakeholders.
- Maintain effective communication with members, sponsors, volunteers, community groups & schools.

### NBL 3x3 HUSTLE FRANCHISE MANAGEMENT

- Manage the Werribee Basketball 3x3 Hustle Franchise.
- Act as event manager for all 3x3 Hustle Werribee Basketball events.
- Manage all player registrations and Pro Hustle contracts.
- Work with the WBA Marketing & Communications Manager to market and promote 3x3 Hustle events.
- Work closely with the NBL to ensure full compliance of all 3x3 Hustle operations.
- Recruit and train event staff and volunteers in order to host 3x3 Hustle events.
- Coordinate the operational and logistical aspects on all 3x3 Hustle events and promotions.
- Manage all 3x3 Hustle merchandise sales.
- Develop and manage the annual 3x3 Hustle events calendar.

### VJBL ADMINISTRATION:

- Manage the operational and administrative aspects of the VJBL representative program.
- Play a leadership role in the planning and execution of WBA Strategy and Executive Committee activities that impact or relate to the VJBL representative program.
- Act as VJBL league delegate and execute and meet all league requirements.
- Handle all player registrations, clearances and enquiries.
- Complete all player, coach and team nominations as per league requirements.
- Coordination of rep information session, e.g. Pre-tryout sessions for potential new rep parents and/or rep info sessions for selected teams

- Assist in the coordination of VJBL coach applications and try out operations.
- Coordinate participation in tournaments, including
  - Registration of teams
  - Communication to TMs regarding registration of players into teams
  - Communication to TMs regarding tournament information, rules, uniforms, venues, etc
- Complete registration of coaches, assistant coaches and team managers and collection of WWC information and signed declarations.
- Assist in the coordination of VJBL coach applications and try out operations.
- Coordinate and manage the VJBL team training matrix.
- Assist in the organisation and delivery of the VJBL presentation day.
- Manage the complaints and conflicts process in relation to the VJBL program.
- Support, manage and educate team managers on roles and responsibilities.

#### **SENIOR TEAM/BIG V ADMINISTRATION:**

- Manage the operational and administrative aspects of the Big V representative program.
- Play a leadership role in the planning and execution of WBA Strategy and Executive Committee activities that impact or relate to the Big V representative program.
- Act as Big V league delegate and execute and meet all league requirements.
- Handle all player registrations, clearances and enquiries.
- Complete all player, coach and team nominations as per league requirements.
- Manage the logistical, visa, administrative and paperwork requirements of import players.
- Assist in the coordination of Big V coach applications and try out operations.
- Coordinate and manage the Big V team training matrix.
- Assist in the organisation and delivery of all Big V events.
- Manage team, player and coach travel requirements.
- Manage the player appearance and promotions roster.
- Organise and schedule all Big V pre-season practice games.
- Support, manage and educate team managers on roles and responsibilities.
- Roster, recruit and train Game Day Commissioner, Door Staff, Court Announcer, Video/Audio, etc. for all Big V home games.
- Co-ordinate voting for the WBA's own Big V Awards, including distribution and collection of voting slips
- Gather sizes from Big V players and request new/replacement uniform items via the uniform coordinator, as required
- Ensure all Big V uniform items are numbered, signed out to specific players, and signed in when returned at end of season
- Support Big V coaches on other operational matters, as required  
Ensure Big V sponsorship benefits are processed and delivered

#### **CUSTOMER SERVICE:**

- Field incoming phone calls; resolve all generic enquiries, take messages, forward calls etc.
- Receive, respond and forward all incoming generic email enquiries.
- Filter all official complaints, questions, issues and communication from WBA members.
- Provide follow up correspondence to all enquiries to ensure customers' needs have been fulfilled.
- Assist members through online registration processes.

#### **UNIFORMS & MERCHANDISE:**

- Supply and fit uniforms to VJBL & Big V players and coaches.
- Track, order and sell merchandise via online shop and in person.
- Place orders for stock, verify deliveries and approve invoice payment to Executive Treasurer
- Participate in the design and creation of new/updated merchandise and uniform items
- Perform annual stock take in September each year
- Maintain healthy working relationships with suppliers

**REP PARENT LIAISON:**

- Liaise with WBA PCDM to obtain Coach and Team Manager contact details
- Coordinate education sessions for parents on scoring, including scoresheet, stadium scoring, clock and shot clock
- Team Manager Support:
  - Maintain and distribute the Team Manager guide, with instructions on how to perform the role
  - Provide information to Team Managers regarding grading and fixtures
  - Education of Team Managers regarding scope and boundaries of role and expected behaviour
  - Coaching and mentoring of Team Managers to correct behaviour, as required
- Complaints and Conflicts (see WBA Issue Resolution Process for more info):
  - Participate as a member of the WBA Complaints Sub-Committee, working within the overarching WBA Complaints process.
  - Ensure all complaints and conflicts are immediately referred to [info@werribeebasketball.com](mailto:info@werribeebasketball.com) for central tracking
  - For complaints and conflicts referred by the Complaints Sub-Committee, hear complaints about representative team managers, parents and/or players:
    - Ensure engagement of WBA Child Welfare officer on any matters involving under-age persons
    - Make recommendations to the Complaints Sub-Committee regarding corrective actions and/or penalties and gain endorsement before executing
    - Maintain thorough records of all meetings, phone calls, emails etc, and store in WBA repository

**ADMINISTRATION:**

- General administration duties such as, program administration and customer surveys.
- Provide general administrative assistance to the Business Manager.
- Perform all other tasks as required by the Business Manager and Executive committee

**SELECTION AND APPOINTMENT CRITERIA**

You will be passionate about developing and making a contribution to the WBA business. The successful candidate will require a range of personal and professional skills, including:

**ESSENTIAL:**

- Demonstrated experience in management in a sporting environment.
- Demonstrated experience in managing elite athletes and coaches.
- Strong understanding of the sport of basketball.
- Experience working with elite or professional sports teams.
- Working with Children Check.
- Police Record Check.
- Willingness to work weekends and evenings as required.
- Motor Vehicle Driver's license.
- Knowledge of the sport industry within Australia and familiarity with the domestic sporting landscape.
- Strong verbal and written communication skills.
- Applicants must be legally entitled to work in Australia.

**DESIRABLE:**

- Tertiary degree in Sports Management or equivalent experience.
- Experience working in a member based organisation.
- Experience working with Sports TG (Fox Sporting Pulse) software.

**REPORTING LINES**

- Role reports to the WBA Business Manager and Executive Committee.

**KEY RELATIONSHIPS**

- Internal stakeholders including WBA staff and committees.

- External stakeholders including Victorian Junior Basketball League, Big V Basketball League, Basketball Victoria, Basketball Australia, NBL and Eagle Stadium management.

#### **PERFORMANCE INDICATORS**

- Growth of Representative Teams.
- Member Satisfaction.
- Program Success.

This is a full-time position, however due to the nature of the role and the sports industry, some out of hours work (including weekends and evenings) will be required as standard.

### **APPLICATIONS**

Applications should include a cover letter addressing the Responsibility Sub Headings and Selection Criteria and a CV outlining personal details, qualifications, work history and experience and the names of three referees.

**Applications will close Sunday 6<sup>th</sup> January 2019.**

*\* All applicants must be legally entitled to work in Australia.*

This information should be sent electronically to [jobs@werribeebasketball.com](mailto:jobs@werribeebasketball.com) with Programs Manager Application as the subject.

Queries should be directed to Andrew Summerville, Business Manager, Werribee Basketball Association on 03 9742 5440 or [andrew.summerville@werribeebasketball.com](mailto:andrew.summerville@werribeebasketball.com)