



Position Description

Position Title:	Events and Operations Manager (EOM), Tri Star Gymnastics Club
Reports to:	General Manager
Location:	Auckland Regional Gymnastics Centre, Keith Hay Park, Mt Roskill, Auckland

TRI STAR VISION – Growing Gymnastics, Growing people, Growing champions

Tri Star's vision is to develop gymnastics programmes and grow participation in recreational and sporting activities that meet community needs, giving every participant the opportunity to be the best that they can, and provide programmes for those with ambition to achieve regional, national and international honours.

POSITION OBJECTIVES

- Reporting to the GM, the Events and Operations Manager (EOM) is an important role model to staff, members and the community and leads the events and operations function for the organisation, aligned to the Tri Star strategy.
- The EOM is accountable for **leading, managing and delivering the Tri Star events and facility utilisation programme** across all competitive and non-competitive settings in collaboration with Programme Managers and Lead Coaches. The EOM is responsible for the overall events and facility utilisation calendar to include ultimate responsibility for operational execution of Tri Star event processes and systems. The role will establish and deliver events metrics, providing ongoing performance reporting for the events function.
- The role will **lead the overall communications and engagement programme** including developing strong connections with new customers, existing members and past and present alumni across all communications formats (in-person, digital, social media etc). The EOM will lead the delivery of the Tri Star marketing strategy with a focus on maintaining current membership and revenues while also enabling future growth.
- The role will **lead Tri Stars customer service capabilities** with both a strong IT competency and customer focus. The role includes hands on customer service work, including answering the phones, responding to member enquiries and manning reception when reception staff are not present.
- The role ensures the optimal working environment for all of the Gym's staff and members by **providing effective management of the facility operations and infrastructure**, including IT systems, security, facility maintenance and contractors and promoting safety in all aspects of the facility.
- The EOM is responsible for the **coordination and delivery of Tri Stars health and safety programme** with a specific focus on facility and equipment repairs and maintenance and accident reporting.
- The EOM is a member of the Tri Star Senior Management Team accountable for driving the overall success of Tri Star with strong leadership skills and a passion for excellence in a high performing team environment.

SKILLS REQUIRED

- Experience of operational leadership in a small to medium enterprise.
- Ability to plan ahead for day to day activities and think strategically for the future of the club.
- Events management experience, with preference for experience in gymnastics event management.
- A high level of IT literacy, bringing operational efficiencies to enhance the customer experience.
- Strong digital capabilities including CRM knowledge, website management, SEO analysis, google analytics and ability to understand website traffic and conversions and excellent data analysis skills.
- Good knowledge of NZ marketing, digital communication and privacy regulations.

- Strong written skills
- Strong administrative leadership competencies, including governance, financial management and reporting, IS management and development.
- Preference for experience in a not-for-profit sporting environment.
- Relationship development and management skills and a community customer service focus
- Experience leading teams including remote team members and driving collaborative outcomes across diverse stakeholders
- Ability to competently use information and communication technology systems and resources
- Experience with budgeting and operational performance reporting.
- Preference for health and safety experience in a community sport setting.
- Experience in facility management and building maintenance.

ROLES AND RESPONSIBILITIES

To ensure Tri Star's objectives are met, the Events and Operations Manager will:

Manage the Tri Star Events and Facility Utilisation Programme

- Manage and deliver the event and competition calendar in conjunction with the Events and Fundraising Coordinator (EFC) to meet the needs of the Programme Managers, key stakeholders and Gymnastics NZ.
- Manage and Deliver all Tri Star Events – including approximately 6 competitions each year, AGM, Annual Awards and Display, schools events and Tri Stars fundraisers.
- Optimise marketing spend and activity across all channels to achieve event awareness and profitability goals.
- Ensure the facility utilisation requirements of Tri Star are met by managing the use of Keith Hay Gymnasium by external hirers and community groups.

Lead the Tri Star communications and engagement programme

- Develop the communication engagement programme and plan for new customers, current members and past and present alumni.
- Plan and Deliver stakeholder specific communications and events aligned with the overall event and communications programme.
- Leverage the website and social media in alignment with the Tri Star strategic plan.
- Develop processes and procedures to interact with key stakeholders, ensuring personal information is maintained in accordance with the confidentiality/privacy policy of the organisation.

Manage Tri Star's customer service proposition and capability

- Improve the experience of Tri Star customers through management of reception staff and development of office processes.
- Develop IT capability and efficiencies that enable Tri Star to control and improve the customer experience.
- Develop and improve the use of the Tri Star website and social media to improve the customer experience.
- Manage the physical environment (non-gymnastic) to create a welcoming environment for our members.
- Respond to all email, phone & over the counter enquiries.
- Provide a friendly, helpful and organised front of house customer experience.
- Manage the development, delivery and sale of club and programme merchandise.
- Maintain a tidy and attractive reception area.
- Keep the club supplies up to date including all office, programme resources, kitchen, cleaning, event, health and safety, and any other facility / operational resources.
- Liaise with contractors for timely maintenance, repair and support of all IT, facility, administration and gymnastics equipment.
- Keep the member data base up to date.
- Coordinate all cleaning accounts and activity facility wide (including monitoring staff allocated cleaning tasks), ensuring the facility is looking it's best every day of operation.

Provide Events, Communications and Customer Service Performance Reporting:

- Establish overall events, communications and customer service metrics, targets and reporting for Tri Star in collaboration with the Tri Star Senior Management Team.
- Monitor delivery of key metrics, financial position vs. budget and report to the GM on a regular basis (monthly/bimonthly).
- Monitor activities on a regular basis and conduct regular reviews of performance.
- Report evaluation findings to the GM and recommend changes to enhance the programme, as appropriate. Identifying discrepancies and campaigns completed to agreed timescales.

Facility Operations and Infrastructure Management

- Maintain, optimise and improve performance of the Tri Star facilities in accordance with the Tri Star strategy.
- Develop and deliver the facility and infrastructure annual plan, budget and reporting.
- Deliver preventative maintenance and emergency preparedness plans.
- Apply and monitor all environmental and regulatory permits.
- Complete regular testing and audits of building security and infrastructure as required to meet regulatory and health and safety requirements.
- Manage relationships and contracts with vendors and contractors, e.g. utilities, IT, cleaning, providing regular updates on contracts, performance and proposed changes.
- Liaise with the Competitive and GFA Programme Managers to ensure a high standard of repair and maintenance and ensure the safety of all gym users.
- Identify and evaluate the risks associated with the facility and take appropriate action to mitigate, minimize and remove risks managing the overall risk register for Tri Star.
- Represent Tri Star at all relevant meetings including Keith Hay Park user group meetings.

Assist in the delivery of Tri Stars health and safety programme

- Coordinate facility and equipment repairs and maintenance
- Maintain the accident and hazard registers, and ensure up to date reporting.
- Ensuring club achieves health and safety compliance according to the club health and safety policy and any required industry standards.
- Promote key messages of health and wellbeing across Tri Star.

General

- Complete any other duties as required by the GM commensurate with the role.
- The role is a full time onsite role at Tri Star Gymnastics – 55 Arundel St, Mt Roskill Auckland.
- Hours have some flexibility however are generally 10am-6.30pm Monday to Friday, with weekend work required during events.