

**CONTRACTUAL DETAILS**

<b>JOB TITLE</b>	Netball Leagues Manager
<b>REPORTS TO</b>	Centre Manager
<b>SALARY</b>	£12 to £13 per hour (annual review in May 2023)
<b>HOURS</b>	Hours below may vary slightly but are based on whether the programme has full allocation of teams / hires: <ul style="list-style-type: none"> <li>Monday evenings – 4:30pm up to 10:30pm</li> <li>Wednesday evenings – 4:30pm up to 10:30pm</li> <li><b>UP TO 12 HOURS IN TOTAL</b></li> </ul>
<b>TENURE</b>	Casual
<b>PROBATIONERY PERIOD</b>	None
<b>ANNUAL LEAVE</b>	5.6 weeks holiday per annum
<b>DBS REQUIRED</b>	Yes prior to appointment, organised by the company
<b>REFERENCES REQUIRED</b>	Yes, two referees required
<b>PENSION</b>	Yes, the company will auto-enrol into company pension if requested or earnings are eligible
<b>SMOKING POLICY</b>	No smoking anywhere on site
<b>PLACE OF WORK</b>	Bury Sport for All Centre Park Lane Whitefield Manchester, M45 7PH
<b>DEADLINE FOR APPLICATIONS</b>	Ongoing applications
<b>EXPECTED START DATE</b>	April/May 2023

**HOW TO APPLY**

Complete an online application form available from the QR code to the right or the link below:

<https://www.sportforallcentres.co.uk/buryjobapp/>

**WHO TO CONTACT IF YOU NEED FURTHER INFORMATION**

Gemma Hodcroft (Bury Centre Manager)

Tel: 07392 196 266

Email: [gemma@sportforallcentres.co.uk](mailto:gemma@sportforallcentres.co.uk)





## Position Description

# NETBALL LEAGUES MANAGER

### JOB PURPOSE

**Organisation, administration and supervision of netball leagues at the Bury Sport for All Centre comprising of:**

- Monday evenings – Ladies' netball & mixed netball
- Wednesday evenings' Ladies' netball

### TASK PERFORMANCE OBJECTIVES

- Duty management of the sports centre on Monday & Wednesday evenings.
- Provide excellent customer service to teams and players, dealing effectively with issues and complaints as they arise.
- Complete takeover / handover sheets for each programme ensuring the facilities are checked for safety or maintenance issues prior to each shift. Ensure the facility layout is set correctly before each shift.
- Ensure league matches receive significant supervision to have strong awareness of how the league matches run.
- Complete fixtures of 4 to 6 weeks and issue these at least one week prior to new fixtures starting – publish on the notice boards, the website and social media.
- Compile and present updated league tables by the end of each shift, publishing these on the notice boards, the website and social media.
- Publish photos and/or videos from the leagues on each night on social media.
- Book in officials a week in advance ensuring the best possible standard of officials is used and appointed to the most appropriate games. Avoid officials being appointed to games that they have a vested interest in and avoid them doing more than 4 games in a row.
- Ensure excellent presentation and effort levels of officials is always maintained irrespective of the level of games.
- Full completion of paperwork for the next week's shifts including score sheets and reconciliation sheets.
- Follow up on issues that arise between shifts to ensure all preparation is completed before each shift.
- Ensure that team registration forms are completed fully and audited regularly. All players must be fully registered to play league matches.



## Position Description

### NETBALL LEAGUES MANAGER

- Consistently enforce the league rules to ensure fairness to all customers and officials.
- Effectively handle complaints by active listening, apologising and setting a plan to investigate the complaint with a timeline to report back, ensuring these timelines are met. Keep the customer informed and aim to resolve the complaint within 7 days.
- Maintain accurate financial records on each shift ensuring that when cashing up the reconciliation sheets fully balance.
- Keep the short-payments levels under control for each league night responsible for. Teams should be reminded regularly of amounts owed and actions taken to recover outstanding monies. Teams that are unfinancial should lose league points until debts are paid, after which points will be reinstated.
- Supervision of duty assistant(s) to ensure they are fully focussed on their role and that they complete their tasks to a high level on each shift and show a strong commitment and level of interest in their job.
- Effectively handle enquiries received, ensuring all relating to your shift(s) are fully followed up on, and documented.
- Where come & try sessions are run, ensure all customer records and attendance registers are completed fully, and ensure that the focus of the sessions is on learning to play by playing – minimising focus on skills practices which should be used in short warm up phases only.
- Support new teams and players by ensuring the officials provide guidance and instruction during matches to explain rules and basic tactics.
- Provide prompt first aid to those injured at the Centre and fully complete accident reports.
- Complete follow up work off shift to deal with issues prior to attending the Centre. League fixtures should be completed off shift to ensure accuracy. The hourly rate reflects an amount of time for this work to be done.
- Address issue of health & safety and report issues to the Centre Manager.

**Any other duties of a similar nature as directed by the Centre Manager.**



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### NETBALL LEAGUES MANAGER

#### BEHAVIOURAL OBJECTIVES

- Good punctuality & attendance.
- Friendly & supportive attitude.
- Follow the dress code for staff uniform when on shift at the Centre.
- Commitment to maintaining high standards of presentation for the Centre and the leagues.
- A team player with a cooperative approach to working with colleagues.
- Determination to provide excellent customer service with a focus on ensuring the customer experience provides fun, fitness and friendships.
- Active problem solver to quickly react to issues and find the best possible outcome for customers.
- Actively interested in the leagues and the teams.
- Commitment to fairness and equality – ensuring everyone is treated fairly and with respect.
- Strong interaction with customers to build familiarity – being approachable and knowledgeable about customers will help meet their needs better.
- Able to regularly complete assigned tasks on shift each week.
- Professional communication at all times – swearing is not permitted.
- Use verbal communication methods as much as possible in dealing with issues (face to face or on the phone) – utilising messages/emails for non-urgent information or confirmations only.
- Focus time in work, on work related tasks – playing or coaching teams as a customer is not permitted.
- Speak up if you have an issue or need support – let your manager know as soon as possible.

**PERSON SPECIFICATION**

<b>ESSENTIAL CRITERIA</b>	
1	Self-motivated and able to work independently
2	Positive and dynamic personality.
3	Excellent timekeeping and reliability.
4	A background of one year or more in netball as an administrator, umpire, coach, or a player.
5	Proven organisation and time management skills.
6	Excellent customer service – able to effectively deal with all customer enquiries in a pro-active way
7	Excellent communication skills, both verbal and written. Able to coordinate well with a wide range of people – customers, colleagues and other stakeholders.
8	Competency in IT including Word, Excel, social media, internet and emails.
9	Successful outcome from a Disclosure & Barring Service (DBS) checks and references.
10	Driving licence and own transport
11	Availability to work Monday & Wednesday evenings.
12	Aged 18+
<b>DESIRABLE CRITERIA</b>	
13	Prior customer service experience
14	England Netball level 1 coach or higher (or UKCC equivalent)
15	Into Netball umpiring/C-grade or high umpiring qualification, or prior umpiring experience.
16	Safeguarding training (child protection in sport)
17	First Aid trained
18	Proven track record in developing participation in sport
19	Prior experience running sports leagues or tournaments.
20	Prior facilities / buildings duty management experience.
21	An understanding of sports initiatives from Sports' National Governing Bodies and/or local authority Sports Development Units.
22	Prior cash handling experience



# Position Description

## NETBALL LEAGUES MANAGER

### ABOUT SPORT FOR ALL CENTRES

<b>WHAT ARE WE TRYING TO ACHIEVE</b>	To build sports leagues across our 4 purpose-built venues, facilitating 1,500 teams and 15,000 players playing weekly.
<b>SPORTS WE OPERATE</b>	Basketball & Netball
<b>WHO DO WE TARGET</b>	Children as young as 6 years old through to adults of all ages and all playing abilities.
<b>ABOUT OUR VENUES</b>	4 purpose build venues of 2 or 3 full sized basketball/netball courts, totalling 11 courts across our facilities network. Venues are located in Bury, Oldham, Stockport & Warrington.
<b>HOW TO WE OPERATE</b>	We are a commercial organisation, with volunteer support and development. This ensures the financial sustainability of the model we have established.
<b>WHAT IS OUR MISSION STATEMENT</b>	To Delivery mass participation sports programmes through an ethos of 'Sport for All'
<b>HISTORY</b>	Established with the first centre in Stockport in 1994. An Australian owned company replicating an Australian model of facility and sports development. We have expanded to run four sites and overflow our leagues into 4 other surrounding venues.
<b>NUMBER OF STAFF</b>	55 currently, around 10 to 15 per centre
<b>WHERE ARE WE HEADING</b>	A goal to fill existing venues and expand to new locations over the next 3 years.

### OUR VALUES

<b>PEOPLE</b>	Our people are our biggest asset. Our staff and officials must be respected, supported, trained, have their achievements recognised, and be treated fairly and consistently. We are reliant on members of our team putting forward suggestions for improving our business.
<b>INCLUSIVENESS</b>	We provide opportunities that provide sports programmes to the widest demographics possible, ensuring that strategy for growth reflects this. Participants of all abilities and backgrounds are to have equal opportunities to be involved in our programmes.
<b>COMMUNICATION</b>	We ensure that effective communication with customers and stakeholders is achieved consistently, making no assumptions, going the extra mile to ensure we both listen and provide information in a timely and effective manner.
<b>ENFORCEMENT &amp; FAIRNESS</b>	Our application of procedures and rules in a fair and consistent.
<b>PARTNERSHIPS</b>	Our success is built on partnerships with schools, clubs and sports development agencies. We aim to build mutually beneficial relationships looking to achieve mutually beneficial objectives.