

CONTRACTUAL DETAILS

JOB TITLE	Netball Leagues Manager
REPORTS TO	Centre Manager
SALARY	£21,650 to £23,300
HOURS	32 hours per week part time: <ul style="list-style-type: none"> • Tuesdays – 8 hours • Wednesdays – 5 hours • Thursdays – 5 hours • Fridays – 5 hours • Sundays – 9 hours (8am to 4pm)
TENURE	Part time (full time is 40 hours)
PROBATIONERY PERIOD	3 months
ANNUAL LEAVE	5.6 weeks holiday per annum
DBS REQUIRED	Yes prior to appointment, organised by the company
REFERENCES REQUIRED	Yes, two referees required
PENSION	Yes, the company will auto-enrol into company pension if requested or earnings are eligible
SMOKING POLICY	No smoking anywhere on site
PLACE OF WORK	Bury Sport for All Centre Philips High School, Higher Lane, Whitefield, Manchester M45 7PH
DEADLINE FOR APPLICATIONS	Ongoing applications
EXPECTED START DATE	February 2024

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
Tel: 07392 196 266 (Bury Centre Manager)
Email: gemma@sportforallcentres.co.uk





Position Description

NETBALL LEAGUES MANAGER

BACKGROUND

The junior netball leagues we operate are the largest and best well-run leagues in the country, comprising of over 250 teams playing each weekend all year round. The leagues accommodate community netball through to regional elite. This is an opportunity to join our team to lead on the organisation of the junior netball leagues, providing excellent customer service to teams and clubs.

JOB PURPOSE

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

- Saturdays (admin only)
- Tuesdays – court hire & senior netball leagues
- Sundays – Bury centre & overflow venues (admin and supervision)

TASK PERFORMANCE OBJECTIVES

- Duty management of the sports centre on Tuesdays from 5:00pm to 10:30pm and Sundays from 12:45pm to 9:45pm
- 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.



Position Description

NETBALL LEAGUES MANAGER

- 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.
- 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.



Position Description

NETBALL LEAGUES MANAGER

BEHAVIOURAL STANDARDS

- 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

ESSENTIAL CRITERIA	
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, parent 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 Tuesday and Sundays
12	Aged 18+
DESIRABLE CRITERIA	
13	Prior customer service experience
14	England Netball level 1 coach or higher (or UKCC equivalent)
15	England Netball C-grade umpiring qualification, or prior umpiring experience.
16	Safeguarding training (child protection in sport)
17	First Aid trained
18	Experience running sports leagues or tournaments
19	Experience in junior club level netball
20	Experience in Facilities / buildings duty management
21	Prior cash handling experience



Position Description

NETBALL LEAGUES MANAGER

ABOUT SPORT FOR ALL CENTRES

WHAT ARE WE TRYING TO ACHIEVE	To build sports leagues across our 4 purpose-built venues, facilitating 1,500 teams and 15,000 players playing weekly.
SPORTS WE OPERATE	Basketball & Netball
WHO DO WE TARGET	Children as young as 6 years old through to adults of all ages and all playing abilities.
ABOUT OUR VENUES	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.
HOW TO WE OPERATE	We are a commercial organisation, with volunteer support and development. This ensures the financial sustainability of the model we have established.
WHAT IS OUR MISSION STATEMENT	To Delivery mass participation sports programmes through an ethos of 'Sport for All'
HISTORY	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.
NUMBER OF STAFF	68 currently, around 12 to 18 per centre
WHERE ARE WE HEADING	A goal to fill existing venues and expand to new locations over the next 3 years.

OUR VALUES

PEOPLE	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.
INCLUSIVENESS	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.
COMMUNICATION	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.
ENFORCEMENT & FAIRNESS	Our application of procedures and rules in a fair and consistent.
PARTNERSHIPS	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.