

- Lead and grow an evolving State Sporting Organisation
- Strategic and operational leadership role

ABOUT PONY CLUB QUEENSLAND

Pony Club Queensland (PCQ) is a state sporting organisation and is the peak body responsible for the sport of pony club in Queensland, with a membership of 7500 + from 209 clubs and 25 zones throughout the state. Pony club is the entry level for equestrian, where young people learn to ride and to enjoy all kinds of sport connected with horses and riding as well as developing their skills and the promotion and practicing of high ideals in horsemanship and self-discipline.

As a member of Pony Club Australia (PCA), PCQ is governed by a board of seven Elected Office Bearers and a number of Discipline Sub Committees. An administrative staff of three manage the State Office in Banyo, Brisbane.

SENIOR OPERATIONS MANAGER

Reporting to the State President, the Senior Operations Manager will provide leadership and strategic direction to the Pony Club Queensland organisation. This role will drive the 2020-2022 Strategic Plan and support the Elected Office Bearers in the management of day-to-day operations.

As a collaborative leader, the role will ensure strong levels of engagement with the staff and volunteer network whilst contributing to the success of the organisation.

Operationally the role will work to improve all processes regarding membership, coaching and competitions throughout the state.

To be considered for this role you will need strong administrative and management skills with the ability to engage and develop lasting, positive relationships with the stakeholder family, including staff and volunteers. You will be thorough, accurate and timely in your work and capable of managing a range of tasks and duties in this small state office. You will have a good understanding of and experience delivering results within a specific budget, operational and strategic plans.

This role provides opportunity to lead and grow an evolving State Sporting Organisation and would suit a candidate who has previous Senior Operations / General Management experience or ready for the next career step from an Operations Management role, ideally from within a not-for-profit or sporting organisation. If you are looking for an exciting new challenge in your career then apply now!

- Diverse 'hands-on' position
- Brisbane (Banyo) based

KEY RESPONSIBILITIES

Operations

- Full oversight of PCQ operations. This includes member services, event management, community engagement, state office management and development.
- Drive growth at all levels and disciplines of the sport including riding memberships, officials, volunteers and growth in youth participants.
- Foster increased engagement with members through improved experiences throughout all regions.
- Manage, develop and mentor direct and indirect reports to ensure planning and operational objectives are implemented and fulfilled.

Leadership

- Provide strong decision-making capabilities within key delegations.
- Maintain an ongoing ability to work in a management model with multiple reporting lines in a collaborative manner.
- Deliver a team orientated approach to managing outcomes to align with agreed behaviours in line with organisational core values.
- Identify and create opportunities for the organisation through research, analysis and development of business cases for new strategic areas of operation or investment.
- Ensure implementation of all relevant EOB resolutions, policies and decisions.
- Guide and implement strategies, policies and procedures to efficiently manage organisational outcomes.
- Provide innovative solutions to organisational issues and encourage this approach amongst staff members.
- Provide overall assessment of associated plans or systems to ensure the best outcome for the organisation.

Stakeholder Engagement

- Build strong relationships with the PCA and PCQ staff to foster collaborative work processes and shared resourcing.
- Assist in the development and submission of business case proposals for different stakeholders when appropriate.
- Engage with key commercial partners and potential sponsors when requested to enhance commercial opportunity for PCQ.

Marketing

- Develop, manage and implement a marketing and communications strategy with the effective delivery of the marketing initiatives throughout the state.

SENIOR OPERATIONS MANAGER - PONY CLUB QUEENSLAND

KEY RESPONSIBILITIES - Marketing (Continued...)

- Engagement, coordination and activation with stakeholders.
- Grow the organisation's online social presence through the day to day management of social channels, including content creations, conversations and reporting.

Administration

- Be conversant with the rules, regulations, procedures, policies and constitution of PCQ.
- Own and execute a flexible project management approach across a wide and varied portfolio of projects as directed or delegated.
- Develop and maintain strong working relationships with all forms of government whilst continually looking for opportunities to collaborate at local, state and federal levels.
- Familiar with preparation and submission of sponsorship, funding and grant applications.
- Oversee the training and professional development of managed PCQ staff.

Key Relationships

- Contribute as a productive, forward thinking member of the organisation and work in collaboration with the staff and appointed office bearers across the state.
- Provide customer service to riders, members, zones, volunteers and partners/sponsors.

SELECTION CRITERIA

In addition to demonstrating **relevant experience across the core functional areas of responsibility identified in this Position Overview**, candidates applying for the Senior Operations Manager role will require a range of personal and professional skills, including:

- Demonstrated sound business acumen, experience and skills to work as a self-managed and organised, initiator in a complex and changing environment.
- Demonstrated superior management skills with the ability to influence and engage direct and indirect reports and peers.
- Demonstrated success in building rapport, maintaining relationships and an ability to work in a dynamic environment of different geographical locations both internally and externally.
- Excellent skills in communicating ideas both verbally and in written form, clearly and concisely to people at all organisational levels supported by interpersonal skills of a high order.
- Excellent judgment and creative problem-solving skills, including negotiation and conflict resolution skills.
- Demonstrated experience and skills to work within a specific budget, operational plans and strategic plans.

- A structured, analytical, disciplined, yet practical approach to business, leadership and performance management.
- A proactive and critical thinker, able to contribute to the long-term promotion and success of the organisation.
- High level of experience in digital engagement and execution.

Desirable

- Relevant tertiary qualifications in business management, sports management or leadership supported by minimum 2 years' experience in a management role, ideally in a sport environment
- Sound knowledge, relationship or background in the operational requirements of a sporting organisation or a willingness to attain necessary skills for successful delivery outcomes.
- Strong mentoring and coaching experience to a team with diverse levels of expertise.

LOCATION AND TRAVEL

The Pony Club Queensland offices are in Banyo, Brisbane. Travel throughout Queensland (and some interstate travel) will be required to attend various meetings and events. A current drivers licence and own reliable vehicle are required.

HOURS OF WORK

This is a Full Time position. Due to the nature of the role and the sport industry, some evening and weekend work will be required from time to time to attend meetings and events.

REMUNERATION GUIDE

A market competitive remuneration package will be available to the successful candidate, negotiable depending upon skill level and experience. At the time of applying, candidates are invited to indicate their current salary and salary expectations.

Candidates are invited to discuss their salary expectations with Sportspeople Recruitment prior to applying.

RESIDENCY AND IMMIGRATION

Candidates must be an Australian Citizen / Permanent Resident or have unlimited working rights within Australia to be considered for this position.

WEBSITE AND SOCIAL MEDIA

For more information and news items on all facets of activities, services and programs, visit:

Pony Club Queensland website: ponyclubqld.com.au

Facebook: facebook.com/ponyclubqueensland

Instagram: instagram.com/ponyclubqld

SENIOR OPERATIONS MANAGER - PONY CLUB QUEENSLAND

TIMELINES

Final interviews and the appointment of the Senior Operations Manager, Pony Club Queensland are scheduled for April, 2020. The successful candidate will be required to start as soon as possible.

PLEASE APPLY NOW TO AVOID MISSING OUT!

Please note Sportspeople Recruitment will commence screening and interviewing for this role immediately.

If you are intending to apply, please do so now.

Applications Close: 5pm Monday 6 April, 2020

Preferred Application Format: Candidates must complete and submit the **COMPULSORY Sportspeople Recruitment Application Form** at the time of applying.

The Application Form is available as a download at the Sportspeople Jobs Market listing for this role and contains questions against which we require your specific response prior to considering your application.

Sportspeople Recruitment prefers a 2 page letter of introduction and an accompanying CV of no more than 6 pages, merged into the Application Form as one MS Word file.

APPLY TO

Your application should be sent electronically via the “apply to” link at the Sportspeople advertisement via sportspeoplerecruitment.com/jobs

ENQUIRIES

The Senior Operations Manager, Pony Club Queensland recruitment assignment is being managed exclusively by **Sportspeople Recruitment**.

In the first instance general enquiries should be directed to Scott Oakhill on 0408 258 337 or FREECALL AU 1800 634 388 or +61 2 9555 5000 or via jobs@peoplerecruitmentgroup.com.

Sportspeople Recruitment is a specialist division of People Recruitment Group.