



## General Manager National Squash Centre - Position Description

<b>POSITION TYPE:</b>	Fixed Term Full-time
<b>REPORTS TO:</b>	National Development and Operations Manager
<b>LOCATION:</b>	National Squash Centre
<b>DATE ESTABLISHED:</b>	March 2022

### SQUASH NEW ZEALAND AND NATIONAL SQUASH CENTRE - ABOUT US

Squash New Zealand is the national governing body for Squash in New Zealand. Our vision for squash is 'New Zealanders enjoying squash from grassroots to excelling on the world stage'. The vision for National Squash centre is where the nation's best squash players train alongside the most promising juniors, supported by top coaches and trainers and where primary and intermediate schools can bring their students as they try squash for the very first time, and where secondary schools play their College Sport matches. Also it is a place where casual players meet for their regular weekly after-work game or for their introductory coaching programme. In essence the National Squash Centre purpose is to increase the visibility and accessibility of squash and connecting more with the younger generation.

### VALUES

- **Collaborative and transparent.** We constantly engage, share ideas and data and are consultative and seek feedback prior to action.
- **Accountable.** We hold ourselves to account to our aligned clear roles, priorities and objectives.
- **Respectful.** We are a functional family that is formed on strong relationships, honesty and operating in a safe environment.
- **Encompassing and inclusive.** We are welcoming and everyone has a voice that is heard and we are collectively optimising our capability.
- **Solutions Focused.** We are future focused, open minded and constructive.

### POSITION OVERVIEW

Reporting to Squash NZ National Development and Operations Manager, the General Manager purpose is to provide operational leadership that underpins the functions within National Squash Centre. The General Manager will lead the administrative and customer facing support, community outreach and engagement, and ensuring all National Squash Centre's spaces and services have maximum usage, revenue generation and/or are highly effective for users.

### KEY OUTCOME

- . The purpose of this role is to achieve the following outcomes:
  - The operations of National Squash Centre are coordinated, effective and focused on continuous improvement, ensuring a safe and welcoming experience for all users.
  - Promote programmes and engagement to local community
  - The General Manager is supported by casual staffing team.
  - The General Manager plays a critical role in the ongoing success of National Squash Centre, it's utilisation, financial sustainability and the effectiveness of all the different spaces.
  - The health, safety and emergency response planning and documentation is robust and regularly reviewed.

### KEY RELATIONSHIPS

- Squash NZ and Squash Auckland staff
- National Squash Centre Trust Board
- National Squash Centre management board

- Contractors
- Squash Coaches
- Unitec

## MAIN RESPONSIBILITIES

**General Manager is responsible for:**

### 1. Facility operations and administration

#### Key responsibilities:

- Ensure National Squash Centre (NSC) is safe, welcoming and accessible, across the agreed opening hours.
- Ensure all spaces within NSC are enhancing the experience for users and/or optimising generating revenue (includes squash courts, pro shop, kitchen, social space, meeting spaces)
- Ensure all core administration and operations are in place to support NSC service areas;
  - Ensuring systems and processes are efficient and effective for staff and customers. Establishing these if they are not already in place.
  - Ensuring the business systems\* for NSC operate as intended, working with key stakeholders and suppliers to develop as appropriate
  - Create insightful and effective monthly reports for NSC Management Board and Trust Board
  - Providing financial management to NSC Trust Board through;
  - Developing effective relationships with key contractors and suppliers to ensure financial structures are robust
  - Leading the development and implementation of a squash and other users sales strategy
  - Creating and leading an effective community engagement strategy# for NSC which includes;
  - Oversight of all National Squash Centre communications, to ensure consistent and effective messaging across all platforms; Including publications, online content, physical signage, member and user surveys
  - Maintain the National Squash Centre website and Facebook sites

### 2. Community outreach and engagement

#### Key responsibilities:

- Engage with local community bodies
- Promote NSC activities / promotion effectively through local community.

### 3. People Management

#### Key responsibilities:

- Leading the National Squash Centre team of contractors and their schedules ensuring a high quality front of house experience for visitors, including working with them on their performance and HR issues as they arise.
- Coordinating the administrative processes that support all human resources processes across National Squash Centre

### 4. Strategy and Management Support

#### Key responsibilities:

- Providing input into the development, planning and execution of the National Squash Centre business plan.
- Providing National Squash Centre Management board with advice around service and business improvements.
- Identifying any risk and opportunity across all service areas.

### 5. Health and safety

#### Key responsibilities:

- Develop and oversee the National Squash Centre Safety Plan, ensuring all staff are actively reviewing and contributing as appropriate.
- Provide leadership and direction in all matters relating to Health and Safety and Emergency Management ensuring prompt reporting of accidents/incidents, the timely completion of hazard review reports, that safety and emergency management plans are reviewed, completed and submitted annually to the Safety and Risk team and that staff are enabled to participate in Health and Safety practices in the workplace.

## PERSONAL SPECIFICATIONS

### COMPETENCIES

- **Client focus**  
Understands and believes in the importance of client service; listens to and understands the needs of internal and external clients; displays a professional, courteous and empathetic approach; considers equity and diversity issues in interactions; meets and exceeds client needs to ensure satisfaction
- **Self-management**  
Effectively plans and organises work to achieve desired outcomes; proactive, remains focused, takes action to overcome obstacles and follows through to completion
- **Integrity**  
Is fair, open, honest and consistent in behaviour and can be relied upon; is receptive to Māori, Pasifika and multicultural issues; generates confidence in others through professional and ethical behaviour
- **Innovation**  
Questions the way things are done; encourages discussion, free debate and generation of creative ideas and solutions; learns from past mistakes; generates new and creative ideas to improve the status quo
- **Communication**  
Clearly and concisely communicates with a wide range of people in all situations, both orally and in writing; effectively listens; understands cultural differences in regard to communication
- **Analysis and judgement**  
Identifies and analyses issues and problems, considers alternatives, makes sound decisions and commits to a course of action
- **People management**  
Uses a variety of styles and methods to develop, motivate and empower others towards achieving their own and organisational goals

### KNOWLEDGE AND EXPERIENCE

- Very strong leadership background
- Evidence of successfully working with and influencing diverse groups of stakeholders and customers
- Comfortable to easily move between quality strategic thinking and operational delivery
- Experience in planning, managing and prioritising multiple and competing tasks and projects to meet deadlines and produce quality results
- Experience in the development and implementation of participation programmes
- A thorough understanding of working with volunteers
- Experience in business / operations management
- An ability to monitor statistics / trends and produce timely and accurate reports
- Knowledge and understanding of Grants and the sport sector in New Zealand
- Demonstrated a high level of integrity and self-motivation
- Bar and/or cafeteria management

### DELEGATIONS

- Financial Delegated Authority – Level TBC

### DIRECT REPORTS

- National Squash Centre casual staff and coaches