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**JOB TITLE**            **BOWLS OPERATIONS MANAGER**

**DATE**                    **1 DECEMBER 2022**

**REPORTS TO**         **OPERATIONS MANAGER – CLUB.**

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## POSITION DESCRIPTION

### Position purpose

The purpose of this role is to manage the day-to-day efficiency of the Bowls business of the club with the overall aim of achieving business objectives. You will be required to assist the service function of the business in achieving operational effectiveness in line with business requirements.

### Main tasks

Core objectives include:

- Coordinate, plan and execute workflow activities of team.
- Coordinate service personnel to ensure daily targets and tasks are completed.
- Ensure workplace materials and documentation are maintained in line with legal obligations and best practice standards
- Regularly review and implement changes to various forms of documentation.
- Assist in the management of marketing, promotions, third-party communication and technology queries and networking.
- Ensure business operational needs are met.
- Manage the Clubs social bowls, junior bowls, corporate bowls, barefoot bowls, competition, and major tournament play activities.
- Operate a 12-month calendar planning for all the bowls activities of the Club.
- Market, attract, introduce and support new bowlers to the Club in all bowls activities which are inclusive for all ages and gender.
- Manage the Bowls Office function for bookings payments, daily competitions targets and member / guest enquiries.
- Manage the Clubs Bowls Retail Shop, stock control, sales budgets, and stock turnover rates.
- Ensure the Bowls facilities and surrounds are kept to a high level of cleanliness and presentation.
- Train and develop staff in bowls retail, bowls assistant and customer service skills.
- Manage the suppliers relationships with bowls product providers.
- Develop and enhance the relationship with the Bowls Sub Club members and Executive committee.
- Oversee the information data collection, warehousing, and utilisation systems of the Clubs database.

The above list is not exhaustive, and the role may change to meet the overall objectives of the Club.

<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>• Bowls Participation growth targets.</li> <li>• Retail sales targets.</li> <li>• Bowls Other Income targets.</li> <li>• Green fees targets – barefoot, comps, tournaments, socials.</li> <li>• Club membership growth targets.</li> <li>• Sponsorship participation targets.</li> <li>• Supplier’s relationships</li> <li>• Bowls Sub Club relationships.</li> <li>• Weekly communications.</li> <li>• Data warehousing collection and utilization.</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>• Fulfil other duties as required by management and other department personnel as requested/required</li> </ul>
<b>Required qualities</b>	<ul style="list-style-type: none"> <li>• Professional approach.</li> <li>• Ability to work under pressure.</li> <li>• Organisational and time management skills.</li> <li>• Excellent attention to detail.</li> <li>• Flexible working days/hours based on the business needs.</li> </ul>
<b>Desired competencies</b>	<ul style="list-style-type: none"> <li>• Analytical thinking.</li> <li>• Initiative.</li> <li>• Business awareness.</li> <li>• Tenacity.</li> <li>• Strategic thinking.</li> <li>• Positive approach to change.</li> </ul>

## PERSON SPECIFICATION

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Certificate III in Retail Operations or similar.</li> <li>• Tertiary degree in business or sports administration desirable.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Minimum 2 years as Manager of similar retail or business unit.</li> <li>• Further experience in a similar role within in a similar industry considered ideal</li> </ul>
<b>Skills &amp; competencies</b>	<ul style="list-style-type: none"> <li>• <b>Customer service focused:</b> committed to providing exceptional customer service across all channels – written, phone and face to face.</li> <li>• <b>Communication:</b> the ability to communicate clearly and concisely, varying communication style depending upon the audience.</li> <li>• <b>Attention to detail:</b> excellent attention to detail and written skills when communicating with others, both internally and externally.</li> <li>• <b>Teamwork:</b> willingness to assist and support others as required and get on with team members.</li> <li>• <b>Time management/organisation:</b> accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.</li> </ul>

**Personal attributes**

- Professional approach (essential).
- Confident manner (essential).
- Positive approach to change (essential).
- Self-motivated and self-starter, work unsupervised.
- Teach and development skills in similar role.
- Outgoing, happy and positive persona.

**Other**

- Office365 SharePoint, Vectron Bepoz till system experience desirable.
- Cash handling, counting, balancing experience.
- Responsible Service of Alcohol and Working With Children Checks completed.

**This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.**

**ACKNOWLEDGEMENT**

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I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

**SIGNED BY YOU**

.....  
Employee

.....  
Date

**SIGNED BY MANAGEMENT**

.....  
Manager

.....  
Date