

Rugby For Life Trust (RFL) – Operations Manager Job Description, ecosystem, and key outcomes.

02 August 2023

RFL Operations Manager Overview:

The RFL Operations Manager, is the owner of outcomes from our RFL Coordinator program for Rugby For Life. This role is to manage and evolve a structure that supports our RFL club Coordinators to unlock bigger and better outcomes for our communities. They will achieve this by managing and assisting our coordinators in identifying their issues and opportunities within their club and its associated rugby community, and then working with the coordinators and RFLs partners to help them deliver outcomes that resolve these issues and take advantage of the opportunities.

By achieving these outcomes, the Operations Manager and the Club and Community Coordinators will,

1. Help grow participation in “Rugby” and
2. Help grow and build a healthy rugby community.

The Operations Manager will report through to the RFL board and have full commitment from the board for advice, mentoring and planning.

The Ecosystem that the Co-ordinator will work within:

Rugby for Life Trust:

RFL is a registered Charitable Trust NZBN: 9429048790710 and is dedicated to enriching the lives of all Northlanders. RFL exists to lead social and economic change in our rugby communities, including rugby clubs and other rugby related organisations, and provides hope, skill and capability development for sustainable health and wellbeing now and in the future.

Rugby For Life Partners:

On top of their normal day to day activities RFL partners have a formal relationship with the RFL Trust, they provide pathways and outcomes for The Club and its community. Currently there are over 100 partners ready to help, it is not an exhaustive list, and the list will grow as club and community needs require. They fall into 4 pillars or categories:

1. Club and Community Sustainability
2. Rugby (provided by The Northland Rugby Union)
3. Health and Wellbeing
4. Employment and Training

Northland Rugby Union:

The Northland Rugby Union is an incorporated society number AK222932. Its purpose is to encourage and foster rugby in the Northland province. It forms and manages union representative teams, and it provides the framework for the game and controls the conduct of rugby throughout the province.

The Rugby Clubs and associations:

The rugby club is the heart of its community. It provides the ability for players and volunteers to participate in the game of rugby and be part of that community. In Northland there are over 46 clubs, spread over 6 sub unions.

Reports to:

The RFL Operations Manager is directly responsible to the Project Manager of Rugby for Life Trust, with a dotted line to the RFL Board, Chair and Deputy Chair of Rugby For Life. This role is to manage the team of RFL community club coordinators and ensure they are performing in their roles and achieving bigger and better outcomes. You will be driving a team to achieve outcomes for the club and community and be involved in the EcoSystem mentioned above.

Internal Relationships:

1. RFL Team and Trustees
2. RFL Club Coordinators
3. Northland Rugby Union, CEO, Community Pathways Manager, Marketing Manager and Commercial Manager
4. The Rugby Clubs, COU and Sub Unions
5. Colab Connects

Responsibilities and Duties:

The RFL Operations Manager should:

Overall responsibilities for the development of each Rugby For Life club

- Have a long-term strategic plan in place for each RFL Club.
- Build a relationship with the RFL Club Coordinators of each club, to understand their unique environments.
- Build a relationship with the committee of each RFL club.
- Work with the RFL club coordinator and Club Committee to have a long-term strategic plan in place, that drives the day-to-day activities and short-term milestones for the RFL Club Coordinator.
- Understand and evolve each RFL clubs through the identified RFL Club multiyear evolution.
- Roll out top down RFL programs to the coordinator environment.
- Create and open opportunities to create bigger and better outcomes at all RFL clubs and at regional RFL level.

Understand and evolve the RFL operational environment, to be best suited for the best outcomes of the program.

Work with Rugby for Life Project Manager and Partners to deliver programs specific to the needs of that Club and Rugby community.

Become the trusted partner within the region and develop or strengthen relationships with local Iwi, Schools and businesses and assemble a strong collective to align the Rugby for Life Kaupapa within the region. Work with these partners to achieve positive outcomes.

Continually seek out potential opportunities to ensure that we are building safer healthier societies toward social and economic prosperity.

Report through to the RFL board:

- Overall RFL Coordinator program strategic plan, outlining structure, funding, support and growth outcomes.
- RFL Coordinator program outcomes

The Operations Manager role should be an evolving environment that requires the person to be nimble, dynamic and able to understand changing environments and react accordingly.

Estimated distribution of time:

1. Club support 5%
2. Link between NRU and Club 5%
3. RFL 4 pillar outcomes 90%

Technical Skills and Attributes:

1. People Skills
 - a. Can easily build rapport with people from diverse backgrounds
 - b. Great interpersonal skills
 - c. Community role model
2. Other Skills & Attributes
 - a. Sense of humour
 - b. Flexible and adaptable
 - c. Honest and discreet
 - d. Able to work in a range of environments
3. Work Organisation
 - a. Effective planning and scheduling
 - b. Self-motivated
 - c. Organised and good at planning for outcomes
 - d. Able to work independent of supervision
 - e. Able to manage outcomes through others
 - f. Be a team player
 - g. Experience in working with and for Non-Profit organisations
 - h. Experience in working with and for volunteers
4. Other
 - a. Be prepared to work flexible hours
 - b. Facilities mgmt. experience
 - c. High level of computer skills
 - d. Have very good admin skills
 - e. Be experienced and creative in fundraising.