



TITLE: Club Support Manager – NSW

DEPARTMENT: Participation & Programs

LOCATION: NSW

REPORTS TO: Head of Club Support

STRATEGIC PRIORITY: Play Well: Connect more participants to local clubs and enhance everyday player experiences.

DIMENSIONS:

Number of reports (direct and indirect):	Nil
Budget responsibility:	Nil

Purpose of Role

(Why does this role exist?)

To provide support and development to affiliated NSW Bowls Clubs and Bowls NSW, while growing participation at Clubs.

Key Areas of Responsibility

(Over what areas does this role have responsibility and accountability?)

Work in partnership with Bowls NSW and the Club Support Manager network to:

1. Increase capability in the Club system by implementing tailored bowls specific Club Education and Development initiatives.
2. Promote shorter format play participation offerings with Clubs.
3. Support Clubs to understand how to be welcoming, safe and inclusive.
4. Use data and intelligence to work with Clubs to increase participation through identifying appropriate, relevant initiatives.
5. Improve digital literacy, reach and capability of Clubs.

Work in partnership with the Head of Club Support to:

1. Produce monthly reports on CSM KPIs and other key deliverables.
2. Identify best practice case studies to showcase via BA media channels. .

Key Outcomes (What will this role achieve? What are the measures of success?)

1. Increase capability in the Club system by implementing tailored bowls specific Club Education and Development initiatives.
 - Promote and educate Clubs on the support available through the CSM role and the CLUBMAP program.
 - Build capability in the Club system by supporting Clubs to undertake the BA / CLUBMAP Club Health Check to identify areas for improvement.
2. Promote shorter format play participation offerings with Clubs.
 - Implement the Play Bowls Community Guide.
3. Support Clubs to understand how to be welcoming, safe and inclusive.
 - Review their current offering.
 - Signpost Clubs to appropriate resources.
 - Encourage Clubs to access education.
4. Use data and intelligence to work with Clubs to increase participation through identifying appropriate, relevant interventions.
 - Show Clubs where they can find information on their local community and how they can use this to undertake targeted recruitment work.
 - Support Clubs to review their offerings for different members of the community in which they exist.
 - Provide Clubs with tools and resources to deliver social participation programs and recruitment and retention initiatives to grow Bowls Membership.
5. Improve digital literacy, reach and capability of Clubs.
 - Work with Clubs to improve their websites and social media presence
 - Support Clubs in the utilisation of BowlsLink.
6. Report on KPIs and other deliverables and provide examples of best practice.
 - Meet identified reporting requirements in expected timelines.
 - Highlight examples of best practice to be showcased on BA media channels.

Knowledge, skills and behaviours required:

Essential:

- High-level communication skills – both verbal and written.
- Team player with a collaborative mindset.
- Pro-active with solid work ethic and exceptional follow through.
- Strong attention to detail.
- Problem-solving and a lateral, solutions-focused orientation.
- Excellent time management skills, prioritising tasks to meet daily and weekly programmed activity targets or longer-term organisational objectives.
- Outstanding customer service skills.
- Exceptional administrative and organisation skills.
- IT literate (Word, Excel, PowerPoint).
- Ability to work independently with minimal supervision.
- Driver's License
- Alignment with BA's organisational values of CARE
 - **C**ourage, **A**ccountability, **R**espect and **E**xcellence

- Exhibited by day-to-day TRIPLES behaviours of:
 - Taking responsibility
 - Raising the bar; high standards and outcomes
 - Innovation | Integrity | Inclusion
 - Purposeful collaboration
 - Listening and learning; to “know our stuff”
 - Enjoying our work
 - Speaking up, speaking straight

Major interactions

(for example: with BA departments, with external bodies)

- Club representatives and members (e.g. directors, volunteers etc.).
- Bowls NSW staff.
- BA staff including Club Support Managers in other states.
- Partner Organisations.
- External service providers (e.g. LGAs, schools, community groups, etc.).

Unique Criteria

(for example, unique work hours, significant travel, significant periods of work remote from office)

- Travel within designated region.
- Periods of work remote from home office.
- Unique work hours - must be flexible to meet the needs of Clubs.
- Travel interstate as required.