



POSITION DESCRIPTION

DEVELOPMENT & PROGRAMS MANAGER

TITLE: Development & Programs Manager

DEPARTMENT: Participation and Programs

LOCATION: Thornbury, Victoria

REPORTS TO: General Manager – Participation & Programs

KEY STRATEGIC PRIORITIES:

Our Business Model	Implement the BA Facilities and RLV Action Plan.
More Play	Implement the BA National Participation Plan Implement the BA Community Hub-Club Strategy Implement the Bowls Club Enhancement initiative
Winning Teams	Develop and Implement a BA Coaching Support framework

DIMENSIONS

Number of reports (direct and indirect):	Direct: 4 <ul style="list-style-type: none"> • Coach Development Specialist • Social Programs & Inclusion Co-ordinator (P/T) • Participation Co-ordinator (P/T) • Participation Assistant (P/T)
Budget responsibility:	TBC

Purpose of Role (Why does this role exist?)

- To roll out programs, initiatives and resources to increase participation in the sport of bowls across Australia.
- To help lead, manage and drive the Programs team in accordance with the strategic plan and federally funded initiatives

Key Areas of Responsibility (Over what areas does this role have responsibility and accountability?)

1. To develop and roll out programs, initiatives and resources to increase participation in the sport of bowls and improve Club operations.

2. To assist in leading, managing and driving the Participation and Programs teams.
3. To strengthen relationships with STA CEOs or nominees and other stakeholders to ensure the success of Participation programs.
4. To develop and drive strategies to maximise participation in Schools and Social Programs.
5. Reporting and compliance.

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

1. To roll out programs, initiatives and resources to increase participation in the sport of bowls and improve Club operations.
 - To develop systems and incentives that facilitates broadening participation numbers to include both traditional forms of membership and social participants.
 - Provide programs which encourages increased participation as well as encouraging casual participants to take up forms of Club membership
 - Assess who the under-represented groups are and their potential benefit to the sport.
 - To ensure the bowls workforce has access to education and resources designed to enhance quality service delivery, including with:
 - Club administrators – increasing their capacity to manage successful clubs.
 - Club administrators – guidance on succession planning to ensure the business/club continues its momentum through a change in secretary/president.
 - Volunteers - recognition and reward through engagement/involvement
 - Bowls coordinators – embracing & resourcing them to promote the sport.
 - To facilitate the development of the Participation team to ensure the services provided to bowls stakeholders are relevant and valued:
 - Provide a structured approach to training & development for Senior RBMs & RBMs.
 - To develop a range of resources to enable the standardisation of club facilities to assist to promote the sport through membership recruitment and retention.
 - Create a suite of resources for clubs to use to assist their business operations:
 - Marketing templates
 - Business operations templates
 - Participation programs
 - Implement a mystery shopper program assessing the performance of clubs (cleanliness, design, promotional material, friendliness of staff, ease of joining).
2. To assist in leading, managing and driving the Participation and Programs teams.
 - Effectively manage the Programs team

<ul style="list-style-type: none"> ○ Ensure Participation staff are equipped with resources and equipment required to reach targets. ○ Work in collaboration with the relevant participation staff in each STA (where available). ○ Work with the National Development Advisory Panel to oversee the Participation team. ○ Facilitate the development of the Participation team to ensure the services provided to bowls stakeholders are relevant and valued. ○ Work with the Senior RBMs and the Bowls Operations Coordinator to organise two Participation conferences each year. ○ To mentor and coach team members to achieve KPIs and implement coaching and goal setting processes as well as performance management systems as required. <p>3. To strengthen relationships with STA CEOs and other stakeholders to ensure the success of Participation programs.</p> <ul style="list-style-type: none"> ○ Engage with STA CEOs on a regular basis to promote, review and continuously improve Participation programs. ○ Coordinate informative and regular communication and reporting to relevant STA CEOs and relevant stakeholders. ○ Involve STA CEOs in Goal Setting for RBMs. ○ Work with Senior RBMs and GM - Participation and Programs to develop Goals for RBMs. <p>4. To develop and drive strategies to maximise Schools and Social Programs.</p> <ul style="list-style-type: none"> ○ Set and monitor targets for Schools and Social Programs. ○ Work with the Social Programs & Inclusion and Participation Coordinators to develop strategies to increase participation as a result of schools and social programs. <p>5. Reporting and compliance</p> <ul style="list-style-type: none"> ○ Review and monitor Monthly RBM Reports and take remedial action as required to ensure the detail provided by each RBM is in line with BA and STA requirements. ○ Monitor expenses and ensure they are within acceptable parameters. ○ Develop, monitor and review yearly budgets. ○ Contribute to BA's organisational plans. ○ Prepare reports for acquitting funds to Sport Australia ○ Prepare reports as required by the CEO or GM - Participation & Programs 	<p>Knowledge, skills and behaviours required (Competency)</p> <ul style="list-style-type: none"> • Tertiary qualifications in management or, sport management preferred. • Experience delivering participation initiatives/programs is essential. • People Management experience. • Proven ability to deliver constructive feedback. • Advanced interpersonal skills. • Proven ability to project manage multiple projects. • Outstanding presentation skills. • Ability to deal calmly and consistently with demanding responsibilities and conflicting priorities from a range of customers and staff utilising standard negotiation and conflict resolution techniques.
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- An ability to fit in with and form effective working relationships with a varied range of groups and people.
- Current drivers licence.

Major interactions (e.g. with departments, with external bodies)

- Direct reports
- General Manager - Participation & Programs
- Chief Executive Officer
- Bowls Operations Coordinator
- All other BA staff
- STA CEOs or nominees
- Bowls Australia partners/sponsors
- Sport Australia

Unique Criteria (e.g. unique work hours, significant travel, significant periods of work remote from office)

- Some periods of interstate travel