



Position Description

TITLE: Executive Officer/CSM – ACT

DEPARTMENT: Participation and Programs

DIMENSIONS

Number of reports (direct and indirect):	1
Budget responsibility:	Bowls ACT Budget

Purpose of Role (Why does this role exist?)

The position is employed by Bowls Australia and encompasses two roles, Executive Officer and Club Support Manager – ACT.

Executive Officer (overseen by the Bowls ACT Board):

1. To manage the governance requirements of Bowls ACT.
2. To manage the operational functions and delivery of the strategic plan of Bowls ACT effectively and efficiently.
3. To manage the financial aspects of Bowls ACT.
4. To oversee compliance matters of Bowls ACT.
5. Duties as directed by the Bowls ACT Board and President

Club Support Manager - Implement the Club Support Program to:

1. Increase capability in the Club system by implementing tailored bowls specific Club Education and Development initiatives.
2. Create welcoming, safe and inclusive Clubs.
3. Use data and intelligence to increase participation of all ages, genders, and cultures and drive long-life involvement in Bowls

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

Executive Officer duties:

- To manage the governance requirements of Bowls ACT.

Governance

- To provide administrative support to the President and Board.
- To execute the administration of Board meetings, including the preparation of agenda and board papers, in the time frame directed by the Board and constitution.
- Prepare an operational report to the Board for each meeting.
- Take minutes at all Board meetings.
- Complete actions created from the Board meetings.
- Provide administrative support to the Board to ensure the timely review of policies.
- Provide administrative support to the Board to ensure the creation and timely review of terms of references for each committee.
- The Executive Officer is automatically an ex-officio member of the Board without voting rights.
- Responsible to the Board, answer through the President of the day and works closely with the President, communicating on a regular basis.

Committees

- Provide administrative support for all Bowls ACT committees.
- Ensure the committees are operating within their terms of reference.
- Recognising that in addition to the paid staff, some operational deliverables are via volunteers and Bowls ACT's Committees.
- To manage the operational functions and delivery of the strategic plan of Bowls ACT effectively and efficiently.
- To provide outstanding customer service to all customers of Bowls ACT.
- Answer and respond to phone calls and emails.
- Maintaining office equipment including, but not limited to, phones, computers, photocopiers, stationery.
- To maintain the BACT database and website.
- Manage the information flow, (paper and electronic) internal and general correspondence, reports and similar material and develop and maintain appropriate filing and tracking systems.
- Manage staff/volunteers to assist Bowls ACT to fulfil their duties.
- Implementation of the Fit 4 purpose report findings
- To deliver the strategy developed by the board in the following areas:

Participation

- To deliver and develop initiatives to increase bowls participation.
- To actively promote coaching and officiating opportunities.
- To maintain the register of coaches and officials.

High performance

- To develop and implement a high-performance plan.

- To oversee the State Coach's performance and activities in managing state teams.
- To coordinate the logistics for the state teams including, but not limited to, flights, accommodation, uniforms.

Events

- To produce a yearly calendar of events.
- ACT State Event administration and co-ordination. Including but not limited to:
 - Creation of events on Bowlslink
 - Monitoring and completion of entries
 - Development and circulation of Draws
 - Engagement of and co-ordination to book host clubs for events
 - Uploading of Results to Bowlslink and social media, Websites etc
 - Management of trophies and Prize Money.
- Assistance to host clubs who act as Controlling body for the State Events.

Commercial development

- Actively seek sponsorship and commercial opportunities to improve Bowls ACT's financial position.
- Manage relationships with existing sponsors, ensuring outcomes are achieved.
- To be the 'Super User' for Bowlslink in the ACT.
- Develop and implement commercial business goals and programs that deliver new income streams to Bowls ACT. Effectively maximising sponsorship opportunities across the organisation and introducing new commercial parties to Bowls ACT.
 - Participation is a key driver across the sport of bowls, the Executive Officer will need to implement underpinning programs and initiatives to grow participation and the overall membership base across the ACT. This will require the development of an ongoing and compelling value proposition to engage and retain members

Leadership and governance

- Work in conjunction with Sport and Recreation ACT to achieve positive outcomes in governance and facilities for clubs.
- Develop good governance practices for Bowls ACT and share this information with bowls organisations in ACT.
- Identify, establish, and maintain relationships with other professional/community organisations involved in bowls and sport in general.
- Identify, establish, and maintain liaison with Professional organisations, Community groups and Government agencies.
- Work in conjunction with BA to *Grow the sport of Bowls*.
- Represent Bowls ACT and actively participate at Bowls Australia meetings.
- To oversee compliance matters of Bowls ACT.

- Prepare and track Key Performance indicators (KPI's) and report performance regularly to the board.
- Ensure all policies are up to date, followed, reviewed, and communicated to members as required.
- Keep relevant statistics for Bowls ACT, Sponsors, and related government bodies.
- Maintain Bowls ACT's core values to support the management and administration of Bowls ACT: Leadership, Integrity, Collaboration, Innovation and Professionalism.

Communications

- Develop and execute a communications plan.
- To communicate board resolutions and public information to key stakeholders.
- Create media opportunities to promote the sport of bowls.
- Ensure appropriate and regular contact is maintained with key stakeholders, sponsors, government agencies, Bowls Australia, and service providers to promote and benefit Bowls ACT and facilitate the delivery of its core business objectives.
 - o Ensure all communications to all stake holders is clear, precise, and completed in a timely manner.

Financial management

- To manage the financial aspects of Bowls ACT
- Conduct monthly reconciliations of the monthly accounts.
- Manage acquittal process for Sport and Recreation grants
- Prepare and submit BAS statements within specified timeframes.
- Maintain Xero for all financial records and reporting.
- Maintain all required insurances

CSM duties:

Implement the Club Support Manager network to implement Bowls Australia's Club Support Program, including:

- On Green initiatives – Grow participation by supporting clubs to deliver social participation programs (Jack Attack, barefoot/corporate bowls) at Clubs and recruitment and retention initiatives to grow Bowls Membership.
- Off Green initiatives – Build capability in the Club system by supporting clubs to undertake the BA / CLUBMAP Club Health Check to identify areas for improvement. Support Clubs to access education, training and resources to improve their Club Administration (including attendance at Webinars and accessing the BA Resource Hub).
- Digital initiatives – Work with Clubs to expand their digital reach through the provision of contemporary websites, having a social media presence and increasing the utilisation of BowlsLink.
- Reporting against On Green, Off Green and Digital initiatives as necessary..

General support to BA and STA

- Contribute to the development of BA/STA resources as required.
- Contribute to the development of the RBM team.
- Sharing of resources and best practice between RBM's.
- Attendance at BA/STA meetings and professional development opportunities as required.

Note: KPI's for CSM's change annually

Knowledge, skills, and behaviours required (Competency)

Executive Officer:

Essential:

- Tertiary qualification in sports management or management (desirable).
- Outstanding customer service skills.
- Exceptional administrative and organisation skills.
- Exceptional IT skills (Word, Excel, PowerPoint).
- Proven ability to manage multiple projects.
- Event management experience
- Advanced interpersonal skills.
- Accounting management and knowledge in use of Xero.

CSM:

Essential:

High-level communication skills – both verbal and written.

- Excellent time management skills, prioritising tasks to meet daily and weekly programmed activity targets or longer-term organisational objectives.
- 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.
- Advanced data entry, word processing and scheduling skills ensuring efficient production of letters, documents, and reports within required timeframes.
- Comprehensive organisational skills to meet deadlines.
- Ability to work independently with minimal supervision.
- An ability to fit in with and form effective working relationships with a varied range of groups and people.
- Alignment with BA's organisational values of CARE – Courage, Accountability, Respect and Excellence, 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 working
 - Speaking up, speaking straight

Desirable:

- Tertiary qualifications in sport management or equivalent.
- Certificate IV in workplace training and assessment.
- Understanding of the sport of bowls.

Major interactions

Executive Officer:

- President and Board Directors.
- Members (including districts, clubs and individual members);
- Prospective members;
- Sport and Recreation ACT;
- Bowls Australia;
- STA counterparts;
- Sponsors
- Others as directed by the President/Board of Bowls ACT

CSM:

- Club representatives and members (e.g. secretary, coach, officials, etc.)
- National Participation Manager
- Bowls ACT Board
- CSMs
- All BA/STA staff
- External service providers (e.g. LGA's, RSA, schools, community groups, etc.)

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

Executive Officer:

- Periods of intrastate travel to meet with stakeholders and attend/manage events.
- Periods of interstate travel to meet with Bowls Australia and STAs.

CSM

- Significant travel within designated region.
- Significant periods of work remote from office.
- Unique work hours; must be flexible to meet the needs of clubs.
- Travel interstate as required.

Updated: October 2024

Date for review: October 2025

Approval:

The list of responsibilities herein is not intended to be all-inclusive, and may include additional responsibilities as required and assigned. It may become necessary to modify / change the Position Description from time to time.