



WALES NETBALL
PÊL-RWYD **CYMRU**

Wales Netball

Head of Operations

Recruitment Pack

Grow the Game, Inspire Success

December 2021

About Wales Netball

As the National Governing Body for Netball across Wales, our **Vision** is to ‘Grow the game, Inspire success’.

Our **Mission** is ‘Aspire to Excel; Strive to provide opportunities for all; Nurture talent to it’s full potential’.

Our **Core Values** are: Aspire, Connect, Inspire, Respect

About this Role

This new role will play a key part in moving Wales Netball into the next phase of our strategy delivery. The Head of Operations will have responsibility for ensuring Wales Netball presses forwards to achieve important governance, safeguarding, equality and inclusion standards. The Head of Operations will also spearhead the delivery of high levels of customer service across the business as well as being integral to the day to day running of the business. As a member of WN’s Executive Team actively engage in the leadership and management of the National Governing Body (NGB) to enable the delivery of the vision, mission, and strategic goals.

Specific Roles/Responsibilities

- Lead on the implementation, monitoring and review of WN’s governance strategies designed to ensure transparent business operations
- Lead and manage, the continued implementation of the customer centered approach.
- Manage Wales Netball resources including equipment, kit and technology and ensure robust processes are followed when used
- Ensure WN are striving to achieve advanced levels of governance, inclusion, equality standards, Clean Sport and other relevant awards
- Act as the safeguarding lead for the organisation in all incidents
- Ensure the WN office is a place that encourages productivity and that it functions to full effect for all users
- Manage relationships with suppliers of business services such as phones, equipment and insurance
- Support CEO to identify projects requiring capital investment and secure appropriate grants for these and other projects
- Plan and execute any public consultations on WN’s Strategy or other future plans

Management

- Lead, inspire and manage the operations team members of staff who are focused on the delivery of high standards of customer service and embody our core cultural values Aspire, Inspire, Connect and Respect.
- Oversee the sales of a variety of Wales Netball Products and manage the relationship with associated suppliers
- Work closely with the Head of Performance to support and drive forward the cross organisational strategies that cover grassroots to elite functions of the game.
- Work closely with the CEO to generate increased revenue streams from development activities including the licensing of products, delivery of commercial events, enhancement of membership offers and the review of cross department business models.
- Manage and control all relevant budgets to ensure the appropriate budgets are set and income and expenditure targets are achieved within the agreed parameters of WN`s Financial Policies and guidelines.
- Manage the recruitment and induction process for new staff, Interns, volunteers and contractors
- Contribute constructively to the strategic and operational elements of WN; preparing and presenting reports to both Forums as requested by the CEO.

Impact measurement & reporting

- Collaborate with Head of Growth to ensure continued evolution of digital systems that provide accurate and up to date data across the whole department. Ensure dashboards and reports are developed and utilised for critical areas to provide assurance of strategy progress.
- Ensure internal and external landscape data is regularly collected and utilised to inform and shape all future strategic decisions and plans
- Embed a culture of learning and impact measurement as a way of evaluating all delivery programmes. Ensure the social impact of netball activity is captured and recorded to demonstrate the full value of the sport and influence future programme decisions.
- Ensure robust procedures are in place within the operations portfolio to mitigate risk on all compliance issues – disciplinary, safeguarding, equalities etc.
- Constantly consider the effectiveness of our approach to be able to demonstrate exceptional return on investment (ROI)

General

- Lead, oversee and support key organisational and department events and conferences, developing the required event delivery teams and ensuring the event meets the strategic needs of the business and is delivered on time and within budget.
- Attend meetings with external stakeholders ensuring you act as a positive role model, ambassador, and advocate for the sport and the NGB, always nurturing and developing positive relationships that will promote and support the strategic development of Wales Netball.
- Encourage and enable effective cross departmental working through the development of strong and collaborative relationships with colleagues across the organisation ensuring the integration of development in the wider corporate landscape.
- Respect and promote the spirit and intentions of Wales Netball's Safeguarding and Protecting Young People in Netball policy.
- Abide by the provisions of the Wales Netball Equality & Diversity Policy.
- Undertake any other duties as may be required from time to time that are consistent with the responsibilities of the post and the needs of Wales Netball.

Person Specification

Skills/Abilities/Knowledge	Essential	Desirable
Substantial and proven success as a senior leader in a customer and commercially focused organisation	✓	
Highly developed strategic planning, problem solving and decision-making skills	✓	
Experience operating a business day to day	✓	
Innovative and creative approach to solving problems	✓	
Strong knowledge of business administration and customer engagement strategies	✓	
A knowledge of the infrastructure required to deliver national sporting programmes (coaching, officiating, volunteering, facilities etc)		✓
An understanding of Performance and Grass Roots Sport		✓
Knowledge or experience of public sector organisations and the responsibility of managing public funds		✓
Strong partnership influencing, negotiating and stakeholder engagement skills	✓	
Strong internal and external communication skills	✓	

Education/Qualifications		
Educated to degree level or with equivalent experience	✓	
Experience		
Significant experience of managing teams in a business setting	✓	
Experience of collecting and translating data and insight	✓	
Experience of large-scale financial management	✓	
Experience of successfully managing high performing teams of staff including remote based staff	✓	
Experience of dealing with the suppliers of services or goods and negotiating contracts		✓
Experience of recruitment and induction processes	✓	
Excellent written and verbal communication skills	✓	
Demonstrable experience of achieving strong stakeholder management	✓	
Experience of sitting on a Senior Management team		✓
Attributes		
Visionary leader and strategic thinker who is passionate and driven to succeed	✓	
An empowering and motivating individual	✓	
Growth mind set – never settling	✓	
Commitment to teamwork and a collaborative approach	✓	
Pioneering and never settling, continually learning, and innovating to make themselves and Wales Netball the best they can be	✓	
Open and approachable style with the ability to build strong relationships with a diverse range of stakeholders	✓	
Ability to travel extensively throughout Wales	✓	
Willingness to work unsocial hours on occasions (evenings and weekends)	✓	
Welsh speaker		✓

Equality, Diversity and Inclusion

We welcome and encourage applications from people of all backgrounds. Wales Netball is committed to creating an inclusive culture, through fostering a diverse workforce.

Terms of Appointment

Remuneration: Full Time £32,000 - £37,000 depending on experience

Annual Leave: 25 days per year excluding bank holidays

How to Apply

Please send your C.V and Cover Letter outlining your suitability for the role, aligned with the role description to vicki.sutton@walesnetball.com

Closing Date for applications: Wednesday 12th January 2022

Interview Date: Week Commencing 17th January (Likely to be Monday or Tuesday)

For an informal conversation about the role please contact Vicki.Sutton@walesnetball.com