

POSITION DESCRIPTION

Position Title:	Operations Manager		
Reports to:	CVNA Board - Chair	Direct Reports:	Operations Administrator Match Day Coordinator Umpire Coordinator Maintenance Coordinator Other game day operations personnel as required
Employment Status:	To be determined based on experience – ABN desirable.		
Time Commitment	0 .4FTE over a year Jan-Dec (to be confirmed)		
Central Victorian Netball Association	Central Victorian Netball Association is a not-for-profit, member-based organisation governed by a volunteer Board of Management. CVNA strive to provide for participation opportunities in the sport of netball in a safe, fair, inclusive and welcoming environment offering skill development, physical, social and mental health benefits for all throughout the North Central Region and Northern Zone. Vision: Inspiring future generations with a passion for netball, and nurturing the skills to achieve their very best, by providing professional, skilled support. Purpose: Provide for participation opportunities in the sport of netball in a safe, fair, inclusive and welcoming environment offering skill development, physical, social and mental health benefits for all throughout the North Central Region and Northern Zone. Values: Integrity, communication, respect, consistency and inclusion.		
Commitment to Child Safety	We require all applicants to undergo background checks and screening prior to or during any appointment. Netball's Commitment Statement to Safeguarding Children and Young People and other important information can be found at https://vic.netball.com.au/child-safety-netball At Central Victorian Netball Association, we embrace diversity in gender, age, ethnicity, disability, religion and sexual orientation. We are committed to providing a safe environment for children across Netball. Central Victorian Netball Association's Commitment to Safeguarding Children & Young People Every person in the netball community has a responsibility to understand their role in ensuring the safety and wellbeing of all children and young people in our care. CVNA is committed to promoting and protecting the rights of children and preventing abuse from occurring by fostering a culture where children feel safe and empowered. We also seek to ensure the cultural safety of First Nations children, children from culturally and/or linguistically diverse backgrounds and children with a disability.		

Primary Purpose of Position
The Operations Manager is responsible for leading and overseeing the operational delivery of all CVNA competitions, programs and events. Reporting to the CVNA Board (Chair), this role ensures the effective implementation of strategic priorities, operational excellence, compliance, and staff management to support the ongoing growth and sustainability of the Association. This position acts as the key conduit between the Board and the Operations Team, ensuring that Board direction is translated into clear operational plans, and that operational insights and performance data are reported back to inform strategic decisions.
Leadership & People Management
• Lead, mentor and support the Operations Team to deliver competitions, programs and events effectively. • Manage performance, conduct regular one-on-one and team meetings, and oversee rostering and workload distribution. • Support staff professional development and foster a collaborative and inclusive team culture. • Oversee recruitment, onboarding, and retention of operations personnel.
Operational Management
• Translate CVNA's strategic objectives into operational plans and measurable outcomes. • Ensure smooth day-to-day operations across competitions, facilities, events, and representative programs through effective delegation and supervision. • Oversee competition scheduling, season planning, and event execution in line with CVNA competition regulations and Netball Victoria policies. • Ensure all operational processes align with CVNA policies, procedures, and risk management frameworks. • Identify and implement continuous improvement opportunities to enhance operational efficiency and participant experience. • Oversee committees as defined, which may include: Grading, Representative Squad, Tournaments
Governance & Reporting
• Report regularly to the Board on operational performance, risks, and compliance. • Attend CVNA Board meetings as scheduled (monthly/bi), in consultation with the Chair & Secretary prepare agenda and papers for distribution in line with the constitution. Provide operational insights and data to support evidence-based Board decision making. • Ensure compliance with all relevant legislative, policy and child safety requirements. • Manage the review and implementation of competition regulations, policies, and governance documents. • Maintain secure record keeping and ensure data integrity across systems. • Escalate strategic or compliance matters to the Board as required. • Review the compliance of CVNA to relevant Netball Victoria policies and escalate gaps and risks to Board for action.
Financial Management
• Manage the operations budget in collaboration with the Treasurer. • Monitor expenditure, support financial forecasting, and ensure sound resource allocation. • Oversee operational purchasing, supplier relationships and cost efficiencies.
Stakeholder Engagement

- Act as a key liaison between the CVNA Board, Netball Victoria and community stakeholders. Support the Operations Administrator in managing clubs and operations relationships and communications.
- Oversee communication mediums including social media and website.
- Foster strong relationships with club delegates, umpires, coaches, players, and volunteers.
- Provide timely and transparent communication to stakeholders through established channels.
- Represent CVNA in external forums or events as required.
- Align with the appropriate Board Director for marketing, stakeholder management.
- Work with Board Directors as required to operationalise Board Directives.

Risk, Compliance & Child Safety

- Ensure all operations align with CVNA's safeguarding standards and child safety obligations.
- Monitor compliance with Working with Children's Checks, facility safety, and event risk assessments.
- Promote a culture of safety, respect and inclusion across all operations.

Skills, Knowledge and Abilities

- Proven leadership and operational management experience, ideally in a sporting or not-for-profit organisation.
- Strong understanding of community sport governance, competition management, and event operations.
- Demonstrated experience in people management and team development.
- Excellent organisational, planning and problem-solving skills.
- Strong communication, stakeholder engagement and conflict resolution abilities.
- Experience managing budgets and operational reporting.
- Commitment to CVNA's vision, values and child safety principles.
- Competent understanding of Netball Connect or similar management systems.

Other Requirements

- Induction Training
- Must be willing to undertake a Police check if asked (costs will be reimbursed by the Association).
- Must hold a valid Working with children check
- Must hold a valid Driver's licence.