


## Head of Operations – POSITION DESCRIPTION

<b>Position</b>	<i>Head of Community Rugby Operations, North Harbour Rugby Union (“NHRU”)</i>
<b>Reports to (title)</b>	<i>General Manager, NHRU</i>
<b>Direct reports</b>	As per NHRU organisational chart
<b>Functional relationships with</b>	Union staff; Council of Clubs (and various committees); Mitre 10 Cup management team; Council (including RFA), other stakeholders.
<b>Salary and other Benefits</b>	Salary Range \$65,000-\$70,000 Use of a company Vehicle, Phone, Computer.
<b>MAIN PURPOSE OF POSITION</b>	
<p>The <i>Head of Operations</i> is to lead and manage HarbOUR Rugby’s operations to facilitate the successful management and administration of HarbOUR community rugby.</p> <p>Collaborate with all key community and council stakeholders to develop a future focused approach supporting HarbOUR clubs and schools to maintain first class facilities.</p> <p><b>HarbOUR Purpose</b></p> <p>Improve Lives, Through Rugby</p> <p><b>HarbOUR Vision</b></p> <div style="text-align: center;">  </div>	
<b>RESPONSIBILITIES</b>	
<b>Lives the HarbOUR Way</b>	<p>Be <b>A TEAM</b> “Put the team first &amp; be proud of who we represent”</p> <p>Be <b>CONNECTED</b> “Connect together and with our Community”</p> <p>Be <b>ABOUT PEOPLE</b> “Value our people and help others reach their goal”</p> <p>Be <b>THE EXAMPLE</b> “Lead with Integrity and do what we say we are going to do”</p>
<b>Personal Standards</b>	<ul style="list-style-type: none"> <li>• Customer and relationship focus;</li> <li>• Deliver what s/he promises; delivers on targets and within agreed timeframes;</li> <li>• Drives a culture of continuous improvement, sets high standards for self and others;</li> </ul>



	<ul style="list-style-type: none"> <li>Ethical; trustworthy; respected; high levels of personal integrity.</li> </ul>
<b>Strategic Focus and Leadership</b>	<ul style="list-style-type: none"> <li>Understands NHRU's drivers, can champion our mission and vision.</li> <li>Can translate these to develop and implement a strategy and plan to ensure our clubs remain well managed and with the proper facilities.</li> <li>Oversee and support staff in the Operations Division.</li> <li>Lead NHRU Health and Safety requirements.</li> </ul>
<b>Stakeholder Management</b>	<ul style="list-style-type: none"> <li>Organise and collaborate with NHRU's various key stakeholders groups including, but not limited to: Council of Clubs, Junior Rugby Committee, Secondary Schools Committee, Club Committees (and Chairs), Club leadership, etc. This would include secretarial duties</li> <li>Ensure there are regular forums for the respective groups and committees to ensure the efficient running of our community game.</li> <li>Manage and facilitate matter (and disputes) that arise and liaise with the various committees, as required.</li> </ul>
<b>Community Operations</b>	<ul style="list-style-type: none"> <li>Oversee the operational requirements regarding Representative (community) Rugby in the region</li> <li>Responsible for Club Rugby administration</li> <li>Responsible for overseeing all Judicial and Discipline matters</li> <li>Responsible for all Union lead official events i.e. NH Rugby Awards Evening, Annual General Meeting process, etc.</li> </ul>
<b>Organisation and Administration</b>	<ul style="list-style-type: none"> <li>Preparation of planning and reporting documentation as required.</li> <li>Excellent standards of written and verbal communication.</li> <li>Data collection, analysing and presentation to management, as required.</li> </ul>
<b>Key Challenges</b>	
	<ul style="list-style-type: none"> <li>Managing multiple stakeholders with various needs.</li> </ul>
<b>Requirements</b>	
	<ul style="list-style-type: none"> <li>Must have administrative and operations experience</li> <li>Strong policy development and implementation experience</li> <li>Health and safety experience</li> <li>Familiar with Community Club Rugby environment and people</li> </ul>