



Task Description

National Squad – Team Operations Manager

DRAFT 28 September 2017

Role purpose:

An England National Squad Team Operations Manager will:

- Be responsible for the organisation and administration of their allocated team from pre-tournament preparation through to post-tournament wrap up meeting; and
- Work within a matrix management environment with the England High Performance team (specifically the Tour Manager), but being line-managed by the Head Coach of their respective national team.

Experience:

- Demonstrable team management experience, delivering through others within pressurised environments with multiple stakeholders; and
- Previous elite sporting team management and/or coaching experience, Touch (at international, or England Nationals or NTS/CTS level) and Sevens preferable, but other sports would be beneficial.

Qualifications:

- Desirable to have a FIT Intermediate Coaching (Level 1) qualification or Level 1 qualification in another sport; basic sports first-aid training qualification is highly advantageous; and
- DBS check will be required, if not already completed.

Hours required: 2-5 hours of planning and review work on a week-to-week basis (the workload varies throughout the campaign) in addition to England training sessions and delivering additional coaching clinics with other teams/groups as required.

Key dates:

- England HP training camp 1 (April 2018), tbc
- England HP training camp 2 (June 2018), tbc
- European Touch Championships 2018 (July 2018), Nottingham
- Touch World Cup 2019 (April 2019), Malaysia



Task Description

Reports to: the respective England Squad Head Coach

Team: High Performance Team

Locations: work from home; working away from home for both England training and tournaments.

Contract type: appointment by High Performance Director. Appointment will be for the duration of the ETC 2018 and TWC 2019 campaigns.

Salary and benefits: voluntary role; tournament and camp accommodation provided free of charge plus fixed sum travel allowance; kit allowance also provided.

Skills and Qualities:

Person specification	E	D
Adept at managing projects with tight deadline requirements	X	
Ability to work well, and calm under pressure	X	
Ability to work with a range of stakeholders: National Open's coaches; the High Performance and Technical Teams at England Touch; the Medical, Sports Science and S&C teams at England Touch; Apparel team	X	
Ability to engage and understand your audience and act with diplomacy (including ability to communicate messages from management in professional manner)	X	
Approachable from ability to form strong relationships and go out of their way for others	X	
Strong written and verbal communication skills	X	
Ability to deliver through others	X	
Excellent organisation skills and IT skills	X	
Ability to trouble shoot, adapt and problem solve on the run	X	

Scope of job/key elements:

Main duties and job accountabilities	Measures and input required
Support the Head Coach to ensure the wellbeing – be it physical, emotional, psychological – of players in their care	Create a safe and comfortable environment to train and develop for players – as both individuals and athletes
Collate team/personnel information/data	All player and staff data is up to date and correct so that tournament registration can be completed and NOK details/emergency information is at hand
Be the lead on all operational matters	Ensure that arrangements are in place for: transport; accommodation; facilities; kit; food; laundry; etc.
To chase and track players' personal payments	Remind players about payment deadlines, ensure payments are paid on time and ensure players receive correct invoices



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Main duties and job accountabilities	Measures and input required
Be the primary point of contact for the team on operational and management aspects	Communicate messages from HP team, Tour Manager, etc. to all players throughout the campaign and especially during tournaments
Be responsible during competition for the coordination of all team off-field activity	Enable the coaching team to focus on coaching
Attend meetings and workshops	As required
Support the Head Coach in the establishment of a positive and supportive high-performance environment for their team (staff and players)	Clear, agreed upon team goals / values / behaviours / expectations
Abide by and promote sound ethics and England Touch policy including undertaking such measures to ensure protection of players under the age of 18	Refer to the ETA Code of Conduct: http://www.EnglandTouch.org.uk/eta-policies-procedures/
Lead on team kit management	Collated orders (where required) and ensure all player have ordered correct kit
Development and coordinate team schedule for tournament	Clearly programmed schedule so that players and staff know where to be and when