

Position Description

Operations Manager

Position Overview

The objective of the BDAG Operations Manager is to manage the day to day operations of the Club to optimise the Club’s success as a motivational dog training and dog activities organisation.

The BDAG operations manager is responsible for a wide range of Club functions from identifying and progressing club systems improvements and strategic directions to programming training for each term, along with managing the range of club communications and the collection, storage and use of data. The Operations Manager works closely and collaboratively with appointed and committee positions, including President, Vice President, Head Trainer and other Committee members. The Operations Manager maintains good professional working relationships with Club members and prospective members. The full range of tasks is described in the table below along with the estimated number of hours required per term for each.

This is a voluntary role estimated to require an average of 21 hours per week for some 44 weeks each year. An honorarium payment of a token amount may be made to partly reimburse the incumbent for their efforts, in accordance with the BDAG Honorarium Policy.

Reports to: The Operations Manager reports to the Committee as a collective, and for any urgent matters to the President or Vice President.

Direct Reports: The Equipment and Grounds Coordinator reports to the Operations Manager.

Operations Manager Tasks

Key tasks performed by the Operations Manager are listed in the table below.

Task	Frequency	Est hours per term	Averaged hours per week
<p>Monitor club emails and respond appropriately to enquiries, membership applications and member issues. Resolve any issues arising.</p> <p>Review requests for class participation, obtain any additional information required, communicate training availability and suitability</p>	Daily preferred. At least 3 days per week for 12 weeks per term	60	5
<p>Communicate effectively with all club members:</p> <ul style="list-style-type: none"> • Manage and update the website content • Prepare and send out emails on various club matters • Prepare instructor notices each week, distribute and place in instructor book for each training week 	weekly	15	1.4

Task	Frequency	Est hours per term	Averaged hours per week
Manage member information <ul style="list-style-type: none"> • Manage all information in accordance with the club privacy policy • Manage the database of members and 'staff' information, including appropriate collection, recording, storage, updating and use of data. • Establish and maintain data storage systems which facilitate the programming of training classes. • Establish and maintain document storage systems 	Weekly	20	1.8
New members <ul style="list-style-type: none"> • Ensure all have appropriate information about the club and its rules, enrolment, class progression, training, fees, etc. • Ensure all have completed membership application and that this is considered for approval by committee – report back. • Ensure all have completed profile forms and that these are appropriately reviewed, and any relevant matters are brought to attention of Head instructor and Committee. • Ensure proof of vaccination is sighted for all new dogs • Ensure all have paid joining, annual membership and term fees, follow up as required. • Ensure all have sighted and signed relevant club policies and forms – for example the liability waiver policy form. • Manage the waiting list and class allocations so that enrolment occurs in accordance with club policy and procedures. • Meet, or arrange others to meet with prospective new members to explain training methodologies and club operations. • Act as (or arrange) usher for first night of training for each term. 	In the lead up to a new term and at the start of a new term – over about 8 weeks	35	3.2
Orientation: Coordinate preparation and delivery of orientation night for new members each term. Work with Head Trainer to prepare and deliver presentation material. Attend Orientation night to assist as required.	Each term	5	0.5
Risk Management Occupational Health and Safety: Oversee the management of OH&S issues, working with the Equipment and Grounds Coordinator. Bring issues to the attention of Committee and implement agreed resolutions. Support the Committee to review the Club risk profile and develop and implement approved mitigation actions.	Weekly	1	0.1
	Annually and as required	1	0.1
Club Policies and Procedures: Support committee in the development, review and implementation of club policies and procedures.	As required	5	0.5
Regular Club Meetings	Approx. 8 Committee	20	1.8

Task	Frequency	Est hours per term	Averaged hours per week
<p>Coordinate the preparation of agendas and reports for committee meetings, under direction of President and Vice President. Follow up any agreed outcomes as required.</p> <p>Attend and present at committee meetings as required.</p> <p>Work with Head Trainer to assist in arranging instructors' meetings. Follow up any agreed outcomes.</p> <p>Attend and report at instructors meeting as required.</p> <p>Support organisation of AGM, prepare material for consideration as required, assist with meeting arrangements as required.</p>	<p>meetings per year</p> <p>Approx. 4 instructor meetings per year</p> <p>1 AGM</p>		
<p>Reconcile membership currency and term registrations, follow up and resolve any issues</p>	Each term	2	0.2
<p>Budget – working with treasurer and president, develop an annual operating budget considering the needs and commitments of the club and estimated revenue. Review and update as required.</p>	annual	1	0.1
<p>Programming of Classes</p> <p>For each term, develop the program of classes to be offered, considering:</p> <ul style="list-style-type: none"> • Instructor availability and preferences • Member interests, capabilities and registrations • Venue capacity <p>Prepare for the beginning of each term:</p> <ul style="list-style-type: none"> • draft program for instructor input, then finalise program • class lists and disseminate • rolls for each class, send to instructors and print off, place in sleeves • instructor report template • map of classes <p>Follow up timely provision of instructor assessment reports. Review reports to inform class allocation in subsequent term.</p>	<p>2 to 4 weeks before the start of term.</p> <p>Requires an intense effort over a two-week period</p> <p>At the end of each term</p>	50	4.5
<p>Manage the training venue:</p> <ul style="list-style-type: none"> • Support Club President to review and negotiate the licence conditions with the showgrounds committee. • Negotiate resolution of all issues arising from use of the venue. • Arrange for the training venue to opened, set up and closed each training night. • Oversee biannual equipment relocation, working with committee members and E&G Coordinator; assist with move 	<p>Annual licence review, quarterly follow up, issues as they arise</p> <p>Biannual gear relocation</p>	4	0.4
<p>Assist with the development and delivery of the trainee instructor program as required.</p>	As required	2	0.5

Task	Frequency	Est hours per term	Averaged hours per week
Strategic projects – Support delivery of strategic directions set by the Committee <ul style="list-style-type: none"> Website review – new commercial website Club Branding Alternative venue Club operating model Revenue generation Others as identified 	As required	8	0.7
Systems improvement and development <ul style="list-style-type: none"> Identify, develop and propose systems improvements to improve club efficiency and effectiveness, for consideration of Committee. Progress and implement approved system changes. 	As identified and required	2	0.2
Coordinate planning and delivery of various events as required, with assistance of others: <ul style="list-style-type: none"> Instructors annual day out End of year celebration Club demonstrations – as agreed Provision of external training opportunities – as agreed Others as identified 	In accordance with event timelines	5	0.5
Work is required over 44 weeks of the year. Hours required in any week are variable.	Est. hours per term / per week	231	21

Knowledge and Skills:

- An excellent understanding of the Club, its values, purpose, functions and processes along with a commitment to operate in accordance with those values and purpose.
- A sound understanding of motivational, force-free and fear-free dog training principles.
- Highly developed communication skills, including written, presentation and negotiation skills.
- Ability to work collaboratively and cooperatively with others to build relationships, resolve problems and achieve results.
- Mastery of office skills, including meeting procedures, record keeping, word processing, data management, preparation of reports and correspondence. Ability to design and manage databases.
- Ability to identify areas for improvement of club efficiency and effectiveness, and to propose, develop and implement approved changes to club operations and systems. This is likely to involve changes from paper-based to digital platforms and automated processes.
- Ability to take responsibility without direct supervision and to exercise judgement to make sound decisions within the scope of assigned authority.
- Ability to work flexibly and to adapt to change.