



## OPERATIONS MANAGER

RESPONSIBLE TO:	General Manager
SUPERVISES:	Participation Officer, Media Officer & PR Officer, Administration Officer and occasionally the Project Officer.
TYPE OF EMPLOYMENT:	Full time
PURPOSE:	The position plays a critical role in the management and development of the events licencing, venue and permit program as well as the provision of direction and support in relation to the sustained growth and development of the club system within our sport. This role acts as GM in the General Manager's absence.

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### ORGANISATIONAL ENVIRONMENT

MQ through its Board supports fifteen (15) committees and sub-committees. The various committees are responsible for the ongoing development, technical education and management of their respective sports.

For its members MQ amongst other things:

- (a) develops and maintains competition, officiating and coaching standards;
- (b) retains records and competition results for individuals and clubs;
- (c) provides a communication network via its website and e-news;
- (d) oversees a formal disciplinary process;
- (e) provides individual and group insurances; and
- (f) manages motorcycling sport from junior and club based competitions and activities, through to events at national and international levels.

The overall mission of Motorcycling Queensland is to conduct, promote, develop and administer participation in motorcycling activities throughout the State for all interested persons and organisations.

Whilst the position requires the ability to work independently and without supervision, line management will be to the General Manager.

This position is based at the organisation's offices located in Ipswich.

## **FINANCIAL MANAGEMENT**

- a) Maintain up to date records of any financial transactions, expenses & associated with performing the role of Operations Manager, ensuring they are always within budgetary constraints.

## **EVENTS**

- a) Oversee the planning and management of the MQ Annual Events Calendar;
- b) Manage the pre-event requirements of affiliated clubs and promoters, including: ensuring event applications are made within specified times via Ridernet or manually, and ensuring event documentation is submitted;
- c) Convene (approximately monthly) meetings of the 'Events Team' to review past events and plan for upcoming events requiring attention
- d) Resource and educate the promoters (P&C's) of the Dalby Moto Trail Ride Series;
- e) Appointment of senior Officials (Stewards) for Open and Zone events, and maintenance of a Steward's database;
- f) Liaise with subcommittees regarding upcoming events and requirements, including the approval of Supplementary Regulations;
- g) Develop the MQ Major Events Program in Queensland (Queensland Championships and National Events held in Queensland), and other strategically targeted events by ensuring the MQ Minimum Standards for Major Events is followed;
- h) Oversee the implementation of the Marketing & Promotional Plan by the MQ Media & PR Officer for relevant events / activities;
- i) Coordinate Track and Venue Inspections and the issuing of subsequent Track Licences and Venue Registrations, and the updating of associated internal databases.

## **CLUB / SPORT DEVELOPMENT**

- a) Develop ongoing initiatives aimed at servicing and strengthening the role of the club in motorcycling sports in Queensland eg encouraging new 'Fun & Participation events / programs', delivery of improved track mapping systems for clubs, etc;
- b) Develop, review and update (annually) the Club Operational Manual (electronically);
- c) Manage the delivery of MQ Clever Clubs and Mentoring Program;
- d) Oversee the MQ Regional Consultants Program;
- e) Attend appropriate meetings, seminars, presentations and events as required, and provide reports and evaluations to the Board and General Manager as requested;
- f) Assist new and developing clubs with regards to: annual affiliation, incorporation or the like, including the development of an FAQ sheet for potential new Clubs;
- g) Manage the annual schedule of (three) MQ zone meetings
- h) Implement strategies and initiatives to challenge (and mentor) clubs to think new and differently about the types of events and activities that they run;
- i) Identify other grant and funding opportunities that may be available to the organisation (eg Gambling Fund) and complete on behalf of the organisation where appropriate.
- j) Manage the development and implementation of affiliated clubs constitutions through the Constitution templates program.
- k) Drive the delivery of the Qld Kick Start Schools Program.

## **ADMINISTRATION**

- a) Answering the phone and attend to queries from members where it relates to membership renewals, licencing, insurance, events or the like;
- b) Oversee workflow as it relates to supervised staff;
- c) Assist with the provision of effective communication between members and the MQ office;
- d) Oversee effective systems for maintaining office information;
- e) Periodically provide advice to the GM as it relates to the professional development needs of supervised staff;
- f) Manage the delivery of the annual MQ Awards Night, and allocate jobs to other MQ staff assisting with its delivery;
- g) Manage the development and implementation of the Operational Plan;

- h) Liaise with the Department of National Parks, Sport & Racing regarding the organisations annual Performance Measures and associated reporting;
- i) Oversee the MQ Policies and Procedures Manual (Club Manual);
- j) Interact with MA and SCB's as required;
- k) Operate as a signatory on the MQ accounts;
- k) Mentor and oversee the MQ Project Officer with the collation and coordination of post-event clubs and promoters documentation including: Stewards Reports / Event Reports and MQ Event Support Program, and updating associated internal databases;
- l) Identify strategies to streamline event management tasks utilising new technology (eg Ridernet Events module, Officials / Event App);
- m) Retrieve and assemble event documentation in the event of insurance claims;
- n) Additional duties or project management as and when required from General Manager;
- o) Attendance at necessary functions as required, in and out of hours.

**SUBCOMMITTEES & COMMITTEES:**

- a) Convene, and maintain records of the MQ Integrity Committee, as required;
- b) Convene and maintain records of the Electronic Communications and Social Media Committee, as required;
- c) Assist subcommittees with the EOI process for Major Events;
- d) Manage the annual Face to Face meeting (or equivalent)

**RIDERNET:**

Mentor MQ affiliated clubs and promoters in the use of the Ridernet Events module.

**PERFORMANCE MEASURES:**

- a) Achievement of KPI's as outlined in the Strategic & Operational Plans as it relates to areas of responsibilities (eg Events, Clubs, etc);
- b) Effective internal and external stakeholder management;
- c) Effective delivery of the events and club based services and programs;
- d) Adherence to financial and operational controls that have been implemented;
- e) Effective management & maintenance of all office records and documents;
- f) Effective staff management practices, project development and operations workflow;
- g) Ongoing support, growth and development of MQ's Club system, its events program & Annual Awards Night;
- h) Effective and efficient management of QMP and associated resources.

**KEY COMPETENCIES:**

- a) Operations/administration management or similar experience of a minimum of 3 years;
- b) A high level of administrative skills with a strong knowledge of Microsoft Office products;
- c) Well developed communication skills including the ability to liaise and negotiate successful outcomes with a strong client focus;
- d) Essential to be able to work both autonomously and as part of a small team;
- e) Professional and results oriented program delivery and attention to detail;
- f) Excellent interpersonal and communication skills;
- g) Demonstrated time management & organisational skills;

**PERFORMANCE REVIEWS:**

This position will be subject to a performance review on an annual basis. The review will be based on the achievement of outcomes as they relate to the Strategic and Operational Plans and the Performance Measures as indicated in this Position Description.

**SALARY:**

Negotiable within specified budgetary constraints based on qualifications and experience.