



## **NEWTON ABBOT RFC**

### **Job Description and Person Specification**

Job Title: Business Development & Operations Director

Location: Newton Abbot Rugby Club

Reports to: Board of Directors

Job Type: Full-Time, permanent

40 hours per week to be worked flexibly according to the needs of

the Club. Salary: £35k + Commission

### **Job Purpose**

The Business Development & Operations Director is responsible for leading our organisation's strategic growth and operational excellence. The role involves creating and nurturing partnerships, enhancing community engagement, ensuring operational efficiency, and promoting our rugby club's core values and goals.

### **Key Responsibilities**

#### Partnerships

- Establish and maintain all level partnerships with current and potential commercial partners.
- Develop grassroots partnerships to include all age groups, ensuring inclusive community engagement.
- Ensure partners feel valued and rewarded and that their needs are catered to through effective relationship management.
- Design and implement new partnership packages for prospective partners.

#### Communications

- Maintain consistent communication with members, partners, and other stakeholders.
- Provide regular updates on club activities, volunteer opportunities, and other relevant information.

- Attend Rugby Football Union webinars to stay current with the latest developments and best practices.

## Rugby

- Promote rugby as the central focus of all club activities and initiatives.
- Grow and support the Rugby Management Team.
- Enhance the rugby matchday experience, ensuring players feel valued and hosted excellently.

## Website Management

- Oversee the club's website, ensuring it is informative, reliable, and user-friendly.
- Manage volunteer and player profiles.
- Create and maintain an events calendar.

## Event Management

- Plan and execute well-organised events, ensuring they are marketed effectively and communicated in advance.
- Provide an excellent guest experience at all events, ensuring safety and compliance.
- Collaborate with vendors to enhance event quality.

## Staff and Volunteer Management

- Achieve a balanced workforce of employees, casual workers and volunteers with clearly defined roles.
  - Implement robust recruitment strategies.
  - Ensure our workforce and volunteers are trained appropriately.
  - Optimise staff efficiency and productivity while controlling labour costs.
- Work closely with our outsourced HR team to ensure our employment practices are compliant.

## Facilities Management

- Oversee the improvement and maintenance of club facilities, ensuring they represent the club well.
- Develop and implement a comprehensive cleaning plan.
- Manage utility usage and work with the grounds team to optimise playing surfaces.

## Funding and Membership

- Collaborate with the Fundraising Officer to identify and pursue fundraising opportunities, including grants.
- Manage the membership system, ensuring members receive their benefits and feel valued.

## Standard Operating Procedures (SOPs)

- Create new SOPs and update existing ones to ensure efficient and effective operations.

## Financial Management

- Work closely with the finance team to ensure timely invoice settlement for suppliers and customers.
- Maintain up-to-date bookkeeping, including invoice creation and settlement.
- Ensure the website is integrated with product offerings for streamlined operations.

### **Key Competencies, Skills and Attributes**

- Proven experience in business development and operations management.
- Strong understanding and passion for rugby.
- Excellent communication and interpersonal skills.
- Experience in event planning and management.
- Proficiency in using software management tools for pipeline and relationship management.
- Proficiency in Website Management and a good understanding of WooCommerce and WordPress
- Strong leadership and team management skills.
- Financial acumen and experience with budgeting and financial management.
- The ability to think strategically and have sound planning skills.
- Demonstrable relationship building and management skills.
- Experience of creating operational efficiency.
- Strong community engagement skills.
- Evidence effective communication with all levels of stakeholders.
- Strong leadership and team development skills.

### **Other requirements of the job role**

- Willingness to take on responsibility.
- A 'can do' attitude and enthusiasm for NARFC to help the club to grow and prosper.

Newton Abbot Rugby Football Club aim to provide an environment where everyone involved is treated with respect and dignity whatever their playing ability, role, background, politics, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

We will work to maintain our identity as a community rugby club whilst playing at the highest viable level.

We intend to increase the number of individuals involved with the club at all ages and improve retention levels by:

- providing excellent coaching and attractive social and welfare arrangements.
- working closely with local education providers and businesses whilst securing the best facilities for players, members and spectators.
- complying with all appropriate legislation and guidance.