

Job Description
SORRENTO SAILING COUTA BOAT CLUB

Job Title	Sailing Operations Manager (SOM)
Department	Administration
Reports To	General Manager, Club Captain, Commodore
Prepared Date	October 2018

Employee:

Purpose of the Position

- 1) To manage, organise and arrange for the conduct of all racing and boating related events at SSCBC. This includes all events across our core boating streams (Couta Boats, Dinghy's, Coaching and Sail Training) as well as the delivery of all regattas hosted by SSCBC.
- 2) To preside over the delivery of our approved sailing pathway programs

Reports to

- The Sailing Operations Manager will directly report to the General Manager
- Additionally, the Sailing Operations Manager will also be accountable to the Club Captain and Sailing Sub Committee as this role is responsible for the delivery of their racing and events calendar

Supervisory Responsibilities

- The Sailing Operations Manager will manage a small team of casual staff who will act and carry out their instructions in the delivery of the club's core boating streams and administration.
- The Sailing Operations Manager will be responsible for the co-ordination, recruitment, rostering, training, supervision and management of the volunteer Race Management Teams required to deliver the racing and events calendar.
- The Training Centre Development Manager reports directly to the Sailing Operations Manager.

Working Hours & Days of Work

This is a fulltime role and a normal working week will typically be Wednesday – Sunday. Additionally, the Sailing Operations Manager will be required to attend sub-committee meetings which are held on mid week evenings. Events are also often held on public holidays and this will be a work requirement as well. A great deal of flexibility in regards to working hours is required.

Qualifications & Experience

- **Mandatory Qualification:** Qualified YA Instructor & Coach, State Race Officer, Recreational Boating Licence, First Aid (Lvl 2), Current Working with Children Check & Manual Drivers Licence.
- **Preferred Qualification:**
National & or International Race Officer
- **Experience:**
Highly competent sailor, Experience in organising events with large numbers of volunteers

Duties and Scope of Responsibility;

General

The Sailing Operations Manager will be required to;

- Administer the core boating streams of SSCBC on behalf of the Club Captains and associated sub-committees, including organisation of all on-water yacht racing and events.
- Manage and organise all activities and associated resources required to deliver our racing and events calendar.
- Attend and participate in Sailing, OTB and Training Centre sub-committee meetings, providing advice and assistance as the agenda dictates.
- Preside over and mentor our coaches and instructors in the delivery of the club's on water pathways programme
- Manage financial aspects of relevant SSCBC operations to ensure that the approved budget is achieved.

On Water

The Sailing Operations Manager will ensure all racing and training is conducted in a manner that:

- Reflects the professionalism of SSCBC;
- Is to a standard representative of best practice;
- Offers a high level of service to participants;
- Ensures compliance with SSCBC's obligations under, Australian Sailing Racing Rules, applicable state legislation and other regulatory requirements (eg AMSA regulations).
- Ensures that SSCBC's OH&S and Risk Management Policies are followed for all on-water (and associated off-water) activities.
- **Sail Training Program** – develop, administer and deliver a sail training program for juniors, youth and adults aligned with YA pathways.
- Encourage sail training participants to transition to regular sailing participation.
- **Coaching** – administer targeted coaching for the SSCBC Pathways Program.
- Arrange on water support for Junior & Youth classes as required by the OTB sub-committee
- Develop and manage instructors and coaches to assist with the delivery of the programs.

Off Water

The Sailing Operations Manager will be responsible for:

- The preparation of the draft Couta Boat, OTB, Coaching and Sail Training programs for review by the Sailing & OTB sub-committees;
- Consultation with other Clubs in Port Philip and AS when developing the programs;
- Finalisation of those programs incorporating amendments as required by the Sailing and OTB sub-committees;
- Ongoing maintenance of the programs during the course of the season.
- Assistance and mentoring of Race Management volunteers, coaches and instructors
- The preparation of all race documentation, including Notices of Race, Sailing Instructions (including supplements and/or amendments thereto) in a timely manner, and once approved by the applicable Club Captain, publish and distribute in a timely manner.
- The collection of all race entries, race entry fees, and the validation of such entries, including the administration, configuration and operation of the related software application(s).
- The preparation of all race documentation for each sailing event conducted by SSCBC.
- The preparation, calculation and prompt posting of race results on the SSCBC Web site and/or distribute as required (including publication in daily newspapers), including the administration, configuration and operation of the associated software application(s).
- Publishing all relevant racing information to the SSCBC web site as required.

- Ensuring that all enquiries are responded to in a timely manner.
- Ensuring that the SSCBC incident management procedures are followed, and that the Club Captain(s) and relevant management personnel are promptly advised regarding on-water incidents, protests or anomalies in race results so that any remediation action can be taken promptly.
- Ensuring that all Australian Sailing Racing Rules are met regarding protests, including arranging protest hearings, protest committees and updating results from protest outcomes.
- Assisting Sailing sub-committee to ensure participant compliance with safety requirements applicable to the race program, including administration of any safety check activity.
- Working collaboratively with the Club Handicapper to review, allocate and maintain handicaps.
- Co-ordination and delivery of the clubs training programs: managing the training & development instructors and coaches and providing the necessary support in the co-ordination and delivery of our pathway programs including Sail Training, Team Green and Team Sorrento.

Equipment and Resources

The Sailing Operations Manager will;

- Work collaboratively with club staff and volunteers to manage all equipment required in the conduct of all racing and event programs.
- Work collaboratively with club staff and volunteers to ensure all club boats and equipment used for the purpose of race management and rescue fully comply with prescribed safety regulations and are fit for purpose.
- Assist procedurally with ongoing maintenance program for all club-owned on water-based assets (i.e. boats, marks, flags, documentation, portable radios, PFDs, etc.).
- Set up standard operating procedures (SOPs) that address;
 - The Race Tower - open and close procedures.
 - Club Boats – open and close procedures.

Volunteers

The Sailing Operations Manager will be responsible for;

- The co-ordination, recruitment, rostering, training, supervision and management of the volunteer Race Management Teams required to deliver the racing and events calendar
- Ensuring on-water volunteers are adequately trained and/or qualified, including developing and maintaining an ongoing training program for volunteers.
- Developing necessary training programs to enhance the skills of volunteers in the various aspects of race management and administration.
- Ensuring that adequate numbers of volunteers are available to assist with race management, including preparation and administration of the associated roster.
- Training, supervising and allocating responsibilities for volunteers as they are required for the effective conduct of racing.

Other

The Sailing Operations Manager will be required to;

- Attend all Sailing sub-committee meetings. This includes administration of the committee's ratified agenda, recording of minutes and general support as required by each individual committee. In addition, the Sailing Operations Manager will be invited to present to General Committee meetings from time to time.
- Liaise with other club Race Management teams in the areas of mutual interest.
- Attend and play an important co-ordination role on club presentation nights not limited to assisting with the allocation, maintenance, preparation and presentation of trophies associated with SSCBC's racing program.
- Assist and deliver activities associated with any sponsorship of SSCBC's racing programs
- Attend event related functions or presentations as required – welcome & closing functions, presentations, launches etc
- Communicate in a timely fashion changes to SSCBC sailing program to SSCBC members.

Key Performance Indicators:

The Sailing Operations Manager will be responsible for providing KPI's to the General Manager and sub committees incorporating, but not limited to;

- Levels of participation as per the club's on water pathways programme
- Trends in participation
- Monthly financials
- Member satisfaction & feedback
- Other KPIs as developed from time to time between the General Manager, Club Captains and the Sailing Operations Manager
- Member & customer satisfaction in regards to course offerings, quality of courses and general satisfaction with the training centre. We will survey all members who participate

Skills and Competencies required:

The Sailing Operations Manager will have;

- Excellent people management skills that will ensure you are well placed to deal with our multitude of stakeholders on a day in day out basis
- A common sense, co-operative approach when dealing with members in the coordination and running of events.
- Excellent event and project management skills that will assist in the disciplined approach to programme ownership and delivery. As this is a multifaceted position, balancing and coordinating multiple stakeholders' needs requires a very organised individual who possesses a highly professional and courteous manner.
- Excellent knowledge of sailing rules, course setting, water safety and related race management matters
- Attention to detail (correctness of documents wording and meaning).
- Excellent verbal and written communication skills.
- Competent with computers – Microsoft office, Top Yacht & BVIT sailing data base, Membership Data Base; (training will be provided)