

Position description

Position: Clubs, Societies and Recreation Operations Manager

Reports to: Events, Recreation and Facilities General Manager

Direct reports: Recreation Programme Coordinator
Clubs Development Officer
Clubs and Societies Centre, Operations Coordinator
Clubs and Societies Centre, Assistants
Event Coordinator(s)
Event Assistants (event dependent)

Indirect reports: Reception Staff

Volunteers and Interns: Event volunteers (event specific)

Location: OUSA, University of Otago, Dunedin

Organisation:

The OUSA provides a diverse range of services to its 20,000 student members at the University of Otago. An autonomous body with registered charity status and independence from the University, OUSA offers activities and support to students including:

- A confidential support and welfare advice service, representation and advocacy
- Numerous recreation clubs and societies and the facilities to support these
- A varied events programme
- A student radio station (Radio One)
- An award-winning student magazine (Critic).

The OUSA Executive (the elected student members and governors of the Association) run campaigns and represents student views to the University and other external bodies.

OUSA's core responsibility is to engage its student members through services, events, representation and communication by way of a relevant, responsible, inclusive and engaging approach.

OUSA is a dynamic environment to work in – no two days are ever the same! We are an inclusive and supportive employer who values inputs from all staff.

Position purpose:

- Manage the operations of the Clubs and Societies Centre
- Lead team(s) responsible for the delivery & coordination of the Clubs and Societies facility and the recreation programmes
- Lead team(s) responsible for the delivery & coordination of specific events and provide support to the Events, Recreation & Facilities General Manager
- Ensure that the Recreation Programme and events provide a safe & welcoming environment for attendees.
- Ensure the Clubs and Societies facility is managed in a way that is inclusive and welcoming to students and other users

- Coordinate, develop and help retain delegated staff and volunteers and ensure staff and volunteers meet their expectations and reach their potential.
- Ensure Health and Safety plans are prepared and approved for the Clubs and societies facility and the recreation programme

Areas of Responsibility

Area	Expected Outputs
People Management	<ul style="list-style-type: none"> • Ensure the Clubs and Societies Centre is appropriately staffed at all times • Ensure event coordinators and volunteers have the best experience possible while helping ensure the success of our events • Take responsibility for recruiting, and managing Clubs and Societies facility staff in conjunction with the Events and Venues General Manager. • Supervise, lead and coordinate the induction and training processes for facility staff casual and volunteer staff • Lead by example to ensure and manage the delegation of day to day tasks in order to meet expected outcomes. Ensure your team fulfil their specific individual tasks • Liaise with the Events and Venues General Manager and plan ahead; delegate and set tasks towards ensuring future annual events are well coordinated to meet expected outcomes • Establish and maintain one on one weekly meetings with your team with a focus on goal setting and motivating staff to ensure expected outcomes • Use the one on one meeting format to set and monitor individual event budgets • Assist with the recruitment of Event Coordinators, casual staff and volunteers & participate in the interview process to ensure best fit candidate placement • Ensures any staffing issues are brought to the attention of the GM in a timely fashion • Be available outside of hours for emergency support to staff and or to protect the Clubs and Societies Centre facility
Financial Management	<ul style="list-style-type: none"> • Assist the Events, Recreation and Facilities GM with the building of the Clubs and Societies and Events Annual Budgets • Manage the Clubs & Societies Annual Budget • Assist with the preparation of the Events Annual Budget alongside the Major Events Operations Manager • Provide monthly budget and operational reports to the Events and Venues General Manager on event specific budgets • Ensure payments are sent and received within contracted timelines and following OUSA policies • Raises budget deviations (real or expected) to the Events and Venues GM
Operational management	<ul style="list-style-type: none"> • Responsible for Clubs and Societies and Recreation Programming planning & on-site logistics • Lead the coordination of specific events.

	<ul style="list-style-type: none"> • Work alongside the Major Events Operations Manager to ensure the successful delivery of a wide range of events. • Liaising with Marketing & Communications to facilitate a communications and promotional plan • Responsibility for maximizing the use of the Clubs and Societies facility, keeping students as the predominant users • Manage partner & stake holder communications (set and manage stakeholder meetings where required to ensure clear communication) • Oversee the recruitment, booking and contracts for recreation programme tutors • Oversee the coordination and procurement of suitable suppliers and contractors (<i>liaise with the OUSA accounts team to ensure procurement meets OUSA policy and procedure</i>) • Liaise with Planet Media to identify any sales & sponsorship opportunities • Ensure activities within the facility are evaluated events to ensure they are meeting KPI's and maintain relevance to the student body by using qualitative measures including student, staff & stakeholder feedback and surveys, as well as quantitative measures including attendance, budget performance etc. • Liaise with the Events, Recreation & Facilities General Manager to ensure oversight of, and to forecast and prepare for upcoming events. • Prepare and submit a monthly operations report to the Events, Recreation and Facilities General Manager • In conjunction with the University of Otago oversee the delivery of the annual Blues and Golds Awards • Manage Clubs and Societies Centre vehicles • Liaise with the OUSA Facilities Manager to see the building is fit for purpose and utilised to it's full potential. Liaise with the OUSA Facilities Manager to mitigate maintenance disruptions. • Lead by example and take responsibility for maintaining OUSA Event equipment to a high standard • Further identify and implement improvements to overall processes and events procedures • In conjunction with the executive oversee club-related policy that is fit for purpose.
<p>Health and Safety</p>	<ul style="list-style-type: none"> • Observe existing Health & Safety policy, procedures and Risk Registers and create and ensure observation of event specific Health & Safety plans and Risk Registers. • Ensure all required licenses are obtained well in advance of specific events and once issued ensure the conditions of all licenses are observed at all times • Take personal responsibility for engaging in OUSA's no-harm, health and safety culture • Be familiar with the hazard register for the work area that you work in • Communicate to the Departmental manager and colleagues any potential hazards that you identify that are not on the register • Be familiar with the location of first aid kits and qualified first aiders in the Association • Be familiar with and adhere to any health and safety plans

	<ul style="list-style-type: none"> • Ensure incident and accident forms are filled out for all incidents and accidents that you are involved in, and notify the Departmental Manager of these • Be proactive in identifying new health and safety initiatives within the department and the wider OUSA community
Delegated authorities	<ul style="list-style-type: none"> • Delegated financial authority to \$15,000 for Clubs & Societies, Recreation & Events Department

Personal Attributes

Working Collaboratively	<ul style="list-style-type: none"> • Ability to build and maintain professional and productive relationships • Ability to relate to a diverse range of people • Excellent written and oral communication skills • Communicates positively with colleagues across the OUSA to ensure a strong collegial culture within OUSA
Organisation	<ul style="list-style-type: none"> • Manages self, resources and workload to meet timelines • Is organised and keeps all files and documents in order • Ability to work independently and as part of the team • Ability to recognise when issues need to be escalated to the Events and Venues General Manager
Change	<ul style="list-style-type: none"> • Is flexible and resilient to meet the ever changing needs of the OUSA
Problem Solving	<ul style="list-style-type: none"> • Anticipates problems and proactively resolves them in an appropriate manner, escalating issues to the Departmental Manager when appropriate

Qualifications and Experience

- Bachelors degree in event or recreation management or relevant discipline
- Five years' experience in the Events or Recreation Industry
- Full Drivers Licence
- High Standard in Professionalism, ethics, and integrity.
- Excellent Communication skills