

Job Description - General Manager

Reports to

Board

Key relationships

Board Members, Association Members, Volunteers

Direct reports

No paid staff, management of volunteers required

Role purpose

The purpose of the General Manager is to manage the day to day operations of Wellington Ice Hockey Association (WIHA) and support the growth of the club with particular focus on youth hockey.

With a passion for ice hockey, combined with coaching and management expertise, the successful applicant will enjoy the opportunity to develop and grow all stages of the WIHA experience. This work will service all levels of the game, from youth to more experienced adults, focusing on engagement, game development and performance.

We are looking for someone with enthusiasm for the sport, as well as the expertise, organisational and leadership skills to deliver results and ensure all members enjoy their experience. The ability to manage a range of stakeholders, alongside all supporting administration in the service of the smooth running of the club, will be key to success.

It is expected that the general manager will:

- Be the approachable front line face of all operational matters related to the running of the club
- Manage priorities, deadlines and deliverables to support the running of the club
- Proactively notify the board when blocked, falling behind schedule or feeling overwhelmed by the varying demands of the role
- Build strong relationships with players and parents and the broader NZ Ice Hockey community
- Be approachable by any member of the community who has a question and supportive and welcoming to any new members who join the community
- Manage volunteers and ensure they are supported and maintain the standards of the association

Areas of responsibility:

General

- Oversight of all leagues and programmes including: Learn to Play, Super League, U15/U18, and Adult Hockey
- Managing registration and recruitment of new and returning players for all leagues
- Assist in placement of players in all teams and leagues
- Scheduling for all leagues and managing associated ice time bookings
- Scheduling, recruitment and training of game officials/referees
- Ensure trophies are organised for Championship winners
- Creation and management of the school holiday programme including ice booking and development and management of the activity programme
- Provide and present monthly Board Reports to the WIHA Board of Directors. Include all aspects of WIHA laid out above
- Recruit quality volunteers for the various programmes to assist with delivery including coaches, managers, and administrators

Learn to Play

- Create forecasting budgets for an entire year of LTP including:
- Manage Free Trial enquiries and bookings
- Establish door-to-door procedures for the full rink experience
- Sign all players in and keep attendance for budgeting purposes
- Stay educated on best practice training ideas, environments, and programs. (IIHF, USA Hockey etc.), and ensure these are being followed and used.
- Assist with on ice delivery of the sessions themselves.

Financial

- Budget management including creating forecasting budgets
- Setting fees and managing fee structures for all leagues
- Management of payment policies and procedures
- Oversee all collection of debt for WIHA from parents and players.
- Record and monitor month cash flow
- Identify various Charitable Funding avenues and strategically submit applications for: Ice time (training & games) , Salaries (GM) , Equipment (LTP gear, pucks, nets etc.) , Playing jerseys & socks.

Merchandise and Gear

- Monitoring and managing training gear
- Manage the ordering merchandise for WIHA branded clothing, team branded merchandise.

Ice Hockey Knowledge

- Stay educated on best practice training ideas, environments, and programs. (IIHF, USA Hockey etc.), and ensure these are being followed and used.
- Be trained in all aspects of refereeing and score bench for whenever backup is needed to ensure all games can be completed when others are unavailable.

Core Competencies and Experience:

- **Working with youth**
 - Experience leading a youth programme
 - Strong ability to connect with children and youth, and bring enthusiasm to the game
 - Able to enthusiastically lead games and activities which engage youth from diverse backgrounds and skill levels
- **Ice Hockey knowledge and experience**
 - Detailed knowledge of ice hockey rules, drills, and development strategies embraced by the New Zealand Ice Hockey Federation
 - Experience and familiarity with the USA hockey program
- **Self management**
 - Excellent organisational and personal management skills.
 - Able to manage the demands of coaching responsibilities with the background operations to support the smooth running of the club.
 - Proven experience handling a highly pressured work environment, including prioritising and juggling multiple priorities
 - Independently motivated with a strong drive for performance and achieving results
 - A natural self-starter, independently motivated with a strong drive for performance and achieving results
 - Reliable and adaptable to the evolving requirements of supporting the club
- **Composure**
 - Is cool under pressure; does not become defensive or irritated when times are tough, or emotions of others escalate; is considered mature; can be counted on to hold things together when challenges arise
 - Handles stress well; is not knocked off balance by the unexpected; manages frustration in a professional manner when resisted or blocked; is a settling influence when emotions are high
- **Working with others**
 - Demonstrable experience managing a team
 - Is good at providing clear directions; sets clear goals that will push the growth of the club; distributes the workload appropriately; lays out work in a well-planned and organized manner
 - Maintains two-way dialogue with others on work and results; brings out the best in people
 - Strong and clear communicator, both written and verbal
- **Operational duties**
 - Able to effectively use software such as spreadsheets do record keeping, execute planning, track incidents and generate reporting for the board

Detailed Responsibilities:

Learn to Play

Create forecasting budgets for an entire year of LTP including:

1. Estimate number of registrations for the season
2. Estimate average attendance for each session
3. Cost of ice time
4. Cost of playing gear
5. Cost of training gear
6. Cost of marketing

Manage Free Trial communication:

1. Answer all requests for Free Trials
2. Book players into appropriate sessions
3. Greet people on arrival at the rink

Sign all players in and keep attendance for budgeting purposes, and to ensure the program is growing.

Stay educated on best practice training ideas, environments, and programs. (IIHF, USA Hockey etc.), and ensure these are being followed and used.

Assist with on ice delivery of the sessions themselves.

Learn to Play should be a door-to-door experience. From the time a player enters the rink, to the time they leave the rink, we need to make it the best experience of their week.

Greet them, treat them, repeat them.

U9/U12 Super League

Schedule all Super League games and create a budget based on the number of players registered, and anticipated average attendance.

Recruit new players from Learn to Play to join the Super League. Recruit officials from the U15/U18 age groups to referee the Super League games so the official pool is always growing.

U15/U18

Create a budget for both age groups based on:

1. The number of players graduating in or out of the age brackets, based on estimated retention rates.
2. Set fee amounts and fee structure
3. Cost of ice time
4. Cost of training gear

Schedule all trainings and games for the entire season.

Stay educated on best practice training ideas, environments, and programs. (IIHF, USA Hockey etc.), and ensure these are being followed and used.

Assist with on ice delivery of the sessions themselves.

Adult Hockey

Create a budget and schedule for all divisions of Adult Hockey based on:

1. Anticipated number of Adult League players and teams in each division
2. Cost for the season

Assist in placement of players in all teams and leagues.

Ensure trophies are organised Championship winners.

School Holiday Programme

Book ice and activities for the School Holiday Programme which runs in the holidays of Terms 1, 2 & 3.

Recruit players to join the School Holiday Programme.

Merchandise

Manage the ordering merchandise for WIHA branded clothing, team branded merchandise.

Charitable Funding

Identify various Charitable Funding avenues and strategically submit applications for:

1. Ice time (training & games)
2. Salaries (GM)
3. Equipment (LTP gear, pucks, nets etc.)
4. Playing jerseys & socks.

Charitable Funding is instrumental to the success of the club.

All programs we run are budgeted as a user pays model, when we receive Charitable Funding, this money then goes back to the club and can be invested back into the sport on numerous levels.

Refereeing & Score bench

Be trained in all aspects of refereeing and score bench for whenever backup is needed to ensure all games can be completed when others are unavailable.

Debt Collection

Oversee all collection of debt for WIHA from parents and players.

Financial

Put all the above elements in a working cash flow document that identifies all revenues subtracted by all costs on a month-to-month basis.

This document will give a clear overview of where the club is heading financially throughout the year and provides a visual of how each program contributes to the financial health and success of the club.

Board Reporting

Provide and present monthly Board Reports to the WIHA Board of Directors. Include all aspects of WIHA laid out above.

Volunteer Recruitment

Recruit quality volunteers for the various programmes to assist with delivery including coaches, managers, and administrators.

These people will be key in the long-term success of the club, but it is important that they are of high quality, so the standard of delivery does not drop.