



Position:	Community Operations Manager
Location:	Based at Farleigh House, Farleigh Hungerford, Bath Rec, Bath Community activation at schools, commercial partners and rugby clubs as required
Main Purpose:	<p>To develop the Community team as an ambassador for the Club, as a driver of grassroots rugby participation, and as a partner to Bath Rugby's corporate sponsors delivering tailored programmes and helping deepen their relationship with the Club</p> <p>To develop the Bath Rugby Community Strategy aligned to key business objectives for Bath Rugby; centrally funded Premiership Rugby and Commercial Partnerships.</p> <p>To deliver the Community strategy ensuring an exceptional customer experience and full compliance with Health & Safety legislation.</p> <p>To develop & implement all third party commercial community programmes that are aligned to partners core business objectives.</p> <p>Key Objectives:</p> <ul style="list-style-type: none"> • Develop and deliver the overall Community strategy for the club and associated partners • The delivery of agreed financial KPI's • The delivery of quality standard KPI's • The Management of Community personnel and associated partners • The identification of additional revenue sources via new programmes and associated partnerships
Job Role:	<p><i>Management</i></p> <p>To manage, organise and ensure excellent delivery of all centrally contracted and Bath Rugby community rugby programmes, activities and events.</p> <p>Lead and manage the Community team by directing, motivating and inspiring the team and instigating activity that results in the personal skills development of all the members of the Community Team. Through the administration of robust feedback systems, monitor the performance of the Community's delivery and determine and introduce new programmes and geographical activity in line with the annual agreed/budgeted objectives.</p> <p>To liaise directly with PRL, central sponsors and third party partners (working with the Club's Commercial Team) to develop and implement new commercial community programmes.</p> <p>To oversee the commercial aspects of the Club's match day experience ensuring close liaison with Marketing and Operations ensuring that the aspirations of the concept are delivered on time, on budget and to the highest standard.</p> <p>Deliver customer satisfaction targets through exceptional standards ensuring the team genuinely exceed customer expectations. Actions and processes to be in place to ensure that the requirements and feedback of the customer are actively sought, taken on board and acted upon.</p> <p>To report to the Marketing Director on programme development, delivery and</p>

performance.

To instigate and manage a cohesive and needs-led Community development strategy covering a rolling three year period that results in :-

Each year an extension of the Community department's area of influence satisfying a broader selection of programmes and events by designing, developing and implementing relevant programmes/projects (new and extensions to existing) and rolling out a number of these new activities in line with an agreed annual business plan and budget.

Providing an extension of the Community department's area of influence satisfying a broader requirement by introducing the Community's activity into new geographical areas starting operations in areas that have been agreed and included in the annual business plan and budget. The Counties of Somerset, Wiltshire and Dorset are the initial targets.

People

Ensure all employees in the department have SMART objectives and appraisals completed annually.

Develop a succession plan for the department working with HR to identify training and development needs.

Improve customer service scores on employee satisfaction, leadership capabilities, understanding of job and responsibility, teamwork and working environment.

Working with the staff members to maintain individual programme/project budgets and meet KPI's. Ensure the cost of running each Programme/Project is kept within budget.

To take a positive and proactive response to taking on additional projects as required by the business.

Operations

To manage the Community's administration systems covering, finance, budgetary control procedures, supplier payments, bank relations, staff payments, quarterly/ annual accounts and activity reports e.g. time recording/programme costs. Ensuring the administration activity is working efficiently and all financial and other required documents/reports are delivered on time.

Complete Health & Safety, Risk Assessment ensuring full compliance with club, RFU and PRL regulations/standards. This includes the ownership of the PRL minimum standards of the Community department

Quality control of programmes and events making sure that desired levels of standards are delivered focusing directly on retention levels of stakeholders and participants.

To establish and manage a feedback system that gives information about the efficiency, effectiveness and quality of the Community department's service delivery and take action if and when required to maintain delivery standards.

Organise/manage logistics of required sessions and events (Venue, time, date, guests).

Communication

Manage the system that ensures a regular and continuing flow of database information between the Community and other departments making sure this flow of information is

	<p>ongoing and is covering as many of the Community delivery elements as is possible.</p> <p>To ensure regular, open and effective communication and relationship management with all local grassroots clubs, schools, touring groups etc. to ensure all parties maximise the benefits from the relationship.</p> <p>To ensure the Community's communications channels are being used effectively and efficiently by producing and sending monthly emails, sustaining the social media profiles and creating content for marketing requirements such as the match day programme.</p>
Reports to:	Marketing Director
Requirements:	<ul style="list-style-type: none"> • Previous sporting community experience is desirable. • Experience of working with partners and stakeholders; including schools, sports clubs and national governing bodies. • Strong, assertive and diplomatic communicator. • Good organisational skills and experience. • Ability to work alone and within an organised team environment. • An enthusiastic and committed individual who will 'go the extra mile' to deliver results with a 'can do' attitude. • Valid driving licence and access to a vehicle suitable for use at work. • Willingness to work flexible hours.