

# POSITION DESCRIPTION



## OVERVIEW

<b>TITLE</b>	National Teams Operations Manager
<b>DEPARTMENT</b>	National Teams - Operations
<b>LOCATION</b>	Sydney (Head Office) / NSW
<b>REPORTS TO</b>	Head of National Teams
<b>WORK TYPE</b>	Full-Time Fixed Term Contract
<b>HOURS/DAYS PER WEEK</b> <i>(part-time, casual or contractor only)</i>	
<b>START DATE</b>	6 January 2025
<b>END DATE</b> <i>(FT/PT fixed term contract or contractor only)</i>	31 December 2025

## ACCOUNTABILITY

<b>Number of direct reports</b> <i>(How many people directly report into this role?)</i>	0
<b>Number of indirect reports</b> <i>(How many people indirectly report into this role?)</i>	0
<b>Budget responsibility in \$</b> <i>(State whether prime, shared or contributory responsibility)</i>	

## ABOUT US

Football Australia is the national governing body for football in Australia and a member of Fédération Internationale de Football Association (FIFA), the international governing body for football. It governs all national teams, the A-Leagues (in Football Australia's capacity as the regulatory body), Australia Cup, National Premier Leagues and leads state, community, and grassroots football.

## OUR CULTURE & VALUES

Football in Australia is a melting pot of approximately 2 million participants represented by over 200 different cultures, we proud to be the most diverse and globally connected sport within the Australian sporting landscape.

Football Australia's purpose is to *'bring communities together through football - connecting Australia to the world'* while having a vision to *'be a leading football nation where everyone is inspired to live and love the game'*.

To achieve this, we live by our company values which include:

- 1. Impact On & Off the Field:** Challenge the way we think and do to seek ways to grow the impact football has, influence industry thought leaders.
- 2. Inclusive & Diverse Football for all:** Football is embedded in the nation's social fabric, follows the story of Australia, be accessible for all

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3. **A United Team:** Bringing people together to unleash the power of football and to deliver the vision, we bring the team spirit to the game
4. **Trust:** Building trust across the whole football community, be trusted custodians of the game, act with integrity and objectivity

## BACKGROUND & PURPOSE OF THE ROLE

This role will be responsible for office administration for Football Australia's National Teams Unit. This includes supporting the Head of National Teams (HoNT) and the four (4) General Manager's (GMs) to lead the department's operations, enhance internal and external stakeholders relations, and the education and development of the department's staff to optimise team communication, decision making and project delivery.

## ROLE RESPONSIBILITIES

### Administration Support

- Develop, optimise and maintain all departmental administrative processes.
- Develop, maintain and record all standards for departmental meetings including a standard agenda and documented meeting minutes
- Support the GMs in developing key documentation with regard to AIS / ASC / AOC administrative, strategic and grant associated requirements
- With direction from the HoNT and GM's, develop, manage and oversee the National Team departmental annual budget – includes initial approver for invoices/POs in concur and uploading budgets into Solver
- Align with Finance on monthly reconciliation of NT actuals vs budget figures
- Department approver for all budgeted and pre-approved flights/accommodation/ground transportation with TMS provider
- Ability to work through complex travel requirements for large groups of people commuting to and from a number of different destinations across the world
- Ability to work through complex issues in urgent environments (crisis management) to ensure values-based outcomes for both Football Australia and the National Teams department
- Understand and comply with FIFA, AFC and Football Australia's regulations in relation to assisting Team Managers with the release of senior, youth and junior players from their club responsibilities to engage in national team programs
- Support the General Manager's on the relationships with program partners and other stakeholders by taking all practical and reasonable measures to ensure a culture of fostering effective, internal and external collaborative partnerships is adopted as the normal way of doing business

### Stakeholder Management

- Support the (HoNT) on all Federal and State Government relations
- Support the HoNT's relationship with FIFA and Member Confederations
- Support the HoNT / GMs relationship with AFC and their Member Associations
- Assist with the relationship with all other Government organisations (AIS, ASADA, Sport Australia, AOC) in conjunction with the relevant General Manager
- Work with AIS / ASC / AOC in maintaining the optimal relationship to utilize their support in funding, resources and facilities in Australia and abroad.
- Support the GMs on the relationship with State Member Federations
- Support the GMs on the relationship with A-Leagues Clubs

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- Support Team Managers with travel and accommodation partners to ensure optimum travel, program delivery and cost effectiveness
- Ensure strong and efficient internal relationships with key stakeholders responsible for the delivery of key events, Football Australia partner appearances and National Teams activities
- Key point of contact for other internal department inquiries, including but not limited to; P&C, Finance and Legal.

## **People Leadership**

- Support the HoNT with the prioritisation of key tasks and responsibilities
- Monitor the department's culture and ensure intervention and support is provided when program delivery is under stress
- Support P&C with developing, implementing, and maintaining the department's induction program for all full time and contracted staff
- Develop regular staff engagement sessions to ensure cultural development, strong collaboration, consistent information sharing and ongoing staff feedback
- Work with the GMs to ensure all staff have Position Descriptions for their roles
- In collaboration with HoNT and GMs, assist with all departmental staff recruitment alongside P&C and/or Legal
- Responsible party for JobAdder input and assisting with the onboarding process of all new National Teams staff
- Lead and manage any player, coach and staff complaints through an agreed Football Australia dispute resolution process (Member Protection or other)

## **Brand and Culture**

- Develop and implement an induction program for all footballers that participate in Football Australia's elite programs.
- Support the identification of funding/commercial opportunities with government and commercial partners utilising the authenticity of the National Teams brands
- Support the HoNT and GMs in the development, documentation and implementation of the National Teams strategy

## **Other**

- Fulfil all other duties and responsibilities relevant to the role not listed above to ensure a welcoming, safe and inclusive elite and high-performance environment for all stakeholders is achieved and maintained, with constant view for improved standards and conditions of operation and people management
- This role requires the incumbent to support all areas of the department at times of high department program volume (I.e Multiple Team camps, fixtures and tournament in the same time period)
- Scope and develop a National Team Internship Program and provide leadership and direction for all that join the National Team unit

## **ROLE OUTCOMES/ DELIVERABLES**

- Delivery of all required departmental plans, processes, strategy and schedules to agreed timeframes
- Delivery of all departmental cultural programs to agreed timeframes
- Ensure all Teams and NT Activities fall within agreed budgets

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- Secured funding and resources through AIS, Government Relations and other Revenue sources aligned with National Team activity
- Delivery of performance plans and leadership plans for all full-time departmental staff
- Cultural improvements across the National Team landscape
- Robust positive working relationships with all National Team stakeholders
- Trust and vertical alignment of National Team operations and management

## MAJOR INTERACTIONS

### Internal

- Head of National Teams
- General Managers
- National Teams Staff
- Finance Department
- People and Culture
- Legal
- Events
- Competitions & Member Federations
- Commercial & Marketing
- Government Relations

### External

- Government Bodies including Sport Australia, Australian Institute of Sport, AOC, ASADA
- Government Stakeholders
- Various National Team Services Providers (eg) Travel Partners
- A-League Clubs
- State Member Federations
- The PFA
- FIFA, AFC, AFF, Regional Member Association, International Clubs

## KNOWLEDGE, SKILLS, AND EXPERIENCE

### Essential

- Represent Football Australia with integrity and in an honest, ethical and professional manner
- Understanding of the Australian Football landscape
- Proven track record working in the Sports Industry with preference for football and/or National Sporting Organisation experience
- Maintain a high level of confidentiality
- Demonstrate excellent network-building and relationship management capabilities
- Strong diplomacy and negotiation skills with the ability to creatively think through complex challenges and provide practical solutions and outcomes
- Understanding and respectful of other cultures
- Excellent written and verbal communication, with proven ability to develop policy documents and reports
- Outstanding budgetary management experience and skills

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	<ul style="list-style-type: none"> <li>• Ability to positively influence and work collaboratively with a range of stakeholders across all levels of the sport, including the Football Australia business</li> <li>• Demonstrated understanding of the objectives and principles relating to elite player communication, management, development and preparation</li> <li>• Demonstrated experience and participation at international sporting tournaments and/or competitions</li> <li>• Ability to problem-solve efficiently and effectively with a positive outcome or solution</li> <li>• Maintain composure when under-pressure or placed in a high-risk situation</li> <li>• Exceptional organisational and time management skills with the ability to prioritise tasks</li> <li>• Meticulous attention to detail</li> <li>• Extraordinary project management skills and ability to multi-task</li> <li>• Possess an outstanding work ethic and willingness to remain committed to a task or project</li> <li>• Ability to plan strategically and methodically</li> </ul>
<b>Desirable</b>	
<b>QUALIFICATIONS</b>	
<b>Essential</b>	
<b>Desirable</b>	
<b>UNIQUE CRITERIA</b>	
<p>The following selected items identify the requirements of the role</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Out of hours and weekend work</li> <li><input checked="" type="checkbox"/> Intra and/ or Interstate travel</li> <li><input checked="" type="checkbox"/> International Travel</li> <li><input checked="" type="checkbox"/> Significant periods of work away from home</li> <li><input type="checkbox"/> Significant Responsibilities – This does not contain a comprehensive listing of responsibilities, activities and duties that are required of the incumbent. These may change from time to time at the discretion and needs of the manager/organisation</li> </ul>	
<b>ADDITIONAL REQUIREMENTS</b>	
<p>To comply with our organisational policies and/ or national and state legislation, the following selected items are requirements of the role</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> National Police Check</li> <li><input checked="" type="checkbox"/> International Criminal History Record for each country (other than Australia) in which you have resided for 12 months or more in the last 10 years (if applicable)</li> <li><input checked="" type="checkbox"/> Full working rights in Australia</li> <li><input checked="" type="checkbox"/> Working with children check (paid/ employee) or state- based equivalent</li> <li><input type="checkbox"/> Working with children check (volunteer) or state- based equivalent (volunteer roles only)</li> </ul>	