

JOB TITLE	REPORTS TO	LOCATION	JOB SPECIFIC
Operations and Business Development Manager - IWA Sport	Director of Sport	Clontarf, Dublin	39 hours per week, 12 months fixed term contract

### **About Irish Wheelchair Association**

Irish Wheelchair Association (IWA) has a vision of an Ireland where people with disabilities enjoy equal rights, choices and opportunities in how they live their lives, and where our country is a model worldwide for a truly inclusive society.

IWA is one of Ireland's Top 1000 Companies and with 2,500 staff working in every county in Ireland, we are one of the top 100 largest employers in the country. We provide a wide range of services to over 20,000 members. Our services are provided through funding from HSE and DSP CE Scheme, as well as a range of income generating activities (ex. fundraising, Charity shops, etc.)

Key to IWA's Strategy 2017 - 2020 will be for our operations and business development activities to deliver value to our members and customers. We now have an exciting new opportunity for an experienced, dynamic Operations and Business Development Manager to join our team.

### ***Overall Purpose of Job***

The post holder will be responsible for two specific focus areas:

1. The strategic planning and day to day management of the Irish Wheelchair Association Sports Facilities at the Irish Wheelchair Association Headquarters in, Clontarf, Dublin.
2. Developing and managing the commercial potential of IWA Sport.

IWA-Sport is a Sport Ireland recognized and funded National Governing Body. IWA-Sport provides opportunities for people with a physical disability to participate in Sport. IWA-Sport coordinates an extensive range of multi-sport activities at both national and international level annually. Based at the IWA Headquarters in Clontarf, the facility comprises a gym, sports hall and ancillary facilities that are open to both IWA members and the general public.

### **Liaison**

The post holder will develop and maintain relationships with facility members, IWA members, other facility users, suppliers, commercial and funding partners and IWA staff. The post holder will report to the Director of Sport and will be an integral member of the IWA-Sport Directorate.

## **Main Duties and Responsibilities**

### **Commercial and Finance**

- Commercial Growth - Strong commercial background with a proven track record of driving increased profitability across a range of service areas including, gym membership, facility hire, activity programmes and sponsorship acquisition.
- Responsibility for maintaining and generating present and future income revenue streams.
- Management of the budget in coordination with the Director of Sport.
- Pro-actively sourcing potential commercial, CSR, or other opportunities, in collaboration with Corporate Partnership Development Manager
- Management, direction and delivery of all incumbent partners' contractual rights.
- Ensuring all sponsors are integrated and achieve their business objectives.
- Developing and presenting creative and bespoke partnership proposals

### **Operations**

- Delivering operational excellence, financial controls and ensuring that appropriate standards, policies and procedures are maintained or established and complied with.
- Responsibility for delivering operational efficiencies across all areas in Sports.
- Responsibility for ensuring the facility is utilised to its maximum potential including gym membership sales, sports hall hire and activity programmes.
- Responsibility for leading, managing and motivating a team of staff, taking responsibility for recruitment, induction, task delegation (including organising duty rotas), performance management and appraisal.
- Ensure that high levels of customer service are developed and maintained.
- Manage the team of operational staff and instil a culture of innovation and high standards
- Responsible for reporting on the performance on all activities on a regular basis.
- Responsible for supporting or working directly with the activities and operations of the National Governing Body (IWA-Sport) activities across a range of areas as required.

### ***Availability***

The post holder must be available to work 39 hours per week over 7 days to include evenings and weekends as required. Compensatory leave will be given for any additional hours worked.

## **PERSON SPECIFICATION**

### ***Training, Experience and Qualifications***

- A recognised third level qualification in the leisure industry or sports management is essential
- 5+ years management experience with a commercial background is required
- A strong commercial background with a proven track record of driving increased profitability in a dynamic environment is a must
- A proven track record of developing and managing commercial and sponsorship projects is essential

## ***Knowledge and Skills***

- Excellent planning and organisational skills with a proven ability to design and implement robust business processes.
- A collaborative management style, excellent people manager who delegates responsibilities effectively.
- A knowledge and understanding of disability sport.
- Excellent time management, organisational and administrative skills.
- Excellent communication skills, including competency in written communication.
- Excellent IT skills

## ***Behaviours***

- Honest, reliable and flexible and work with integrity.
- Committed to providing a high quality service for all stakeholders
- Excellent interpersonal skills
- Highly organized with ability to work under pressure, prioritise & multi task
- Flexibility in relation to hours of work in order to meet requirements of role

## ***Remuneration & Benefits***

- Salary between €32,378-€42,891 (DOE)
- Excellent working conditions
- Training & development opportunities
- 25 days annual leave pro rata
- Access to Defined Contribution Pension scheme and group VHI & HSF Health Cash Plans
- Employee Assistance Programme
- Employee discount for IWA Gym
- On-site parking

**This job description is a guide to the general range of duties and is not intended to be either restrictive or definitive and may be subject to periodic review.**