



Position description Manager, Wellington Ocean Sports Centre

About WOSC

The Wellington Ocean Sports Centre (WOSC) is part of the Royal Port Nicholson Yacht Club (RPNYC). Incorporated in 1883, RPNYC is one of New Zealand's oldest sporting clubs, and offers a diverse inshore and offshore keelboat racing programme. RPNYC is based at Wellington's historic Clyde Quay Boat Harbour. RPNYC is led by an elected Board of Governors, comprising the Commodore, Vice-Commodore, Rear-Commodore, and four other elected members.

WOSC delivers sail training using two custom built 8.2m keelboats, a safe boating programme for school students, and a range of Coastguard Boating Education courses. WOSC also has a small fleet of kayaks and stand-up paddle boards.

WOSC works closely with the Wellington Youth Sailing Trust (WYST), and employs WYST's coaches, maintenance team, and administrator on their behalf.

Your purpose

You are responsible for managing all aspects of WOSC's operations. You are supported by a small team of part-time instructors (currently three) who deliver WOSC's programmes for you. If you are qualified to do so, and we agree, then you may also deliver some WOSC programmes yourself.

You are responsible for six broad areas (these are described in more detail below):

- safety and regulatory compliance, including under the Health and Safety at Work Act and the Maritime Transport Act
- course development
- staff management
- sales and marketing
- support club activities
- planning and reporting

You are supported by a management committee comprising yourself, the Commodore, the Vice-Commodore, and two or three others.

You are also be the named manager for the coaches (normally two), maintenance team (normally one or two) and an administrator employed on behalf of WYST. While not responsible for their day-to-day activities (this is the responsibility of WYST) you are responsible for their health and safety. You may also be invited to be WYST trustee.

When and where you'll work

Your role is normally based at the Wellington Ocean Sports Centre, 115 Oriental Parade, Wellington.

Your role is part time, and will average 30 hours per week. However, the workload is seasonal with more work required in summer (up to 40 hours per week) and less work required in winter (as few as 20 hours per week). We will agree the precise pattern of work with you from time to time.

Some evening and weekend work may be required, especially when interacting with volunteers (including the Board and Management Committee). Additional hours may be available if you were delivering WOSC programmes.

How you'll be rewarded

You will be paid an hourly rate, to be agreed based on your qualifications, skills and experience.

What you'll bring to the role

Qualifications

You will have, or be prepared to work towards, a Yachting NZ coaching certificate and a workplace first aid certificate (or similar).

You may also have an SRL certificate or higher, or CBES trainer/assessor qualifications. If you don't have these, then we may consider helping you to obtain them. These qualifications would be an advantage, but are not essential for the role.

Skills and attributes

You will have many of the following skills and attributes:

- customer focus, and customer relationship management
- financial savvy
- computer literacy, especially with Microsoft Office products
- organisational skills
- a focus on delivering quality
- the ability to work as part of a team
- the ability to work with a range of different people
- tact and discretion
- the judgement required to escalate matters where necessary, and to avoid surprises
- product management
- relationship management
- problem solving, self-motivation, and independence
- attention to detail

Experience

You will have much of the following experience:

- professional or recreational boating experience (sailing experience preferred)
- working with a variety of people, of all ages, abilities, and needs
- working with youth (between 12 and 23 years)
- teaching or coaching, particularly in a sport or community environment
- leading a small team
- sales and marketing
- managing a high risk environment (experience in a maritime environment preferred)
- working in a club or volunteer environment

What you'll do

Regulatory and safety compliance

- ensure that the WOSC site is safe (this responsibility is shared with the Club Manager), and that WOSC's processes and procedures comply with the Health and Safety at Work Act: our primary goal is to keep our environment and operations safe for customers, visitors and employees
- ensure that the Club's 8m Naiad RIB is inspected, maintained and managed in accordance with the boat's *Safe Operation Plan* and *Maintenance Plan*
- ensure that WOSC's keelboats are inspected, maintained and managed in accordance with the Club's *Maritime Transport Operator Plan*, and the boats' *Safe Operation Plan* and *Maintenance Plan*
- ensure that WOSC's other assets (which include kayaks and SUPs) are maintained and managed in accordance with their *Safe Operation Plans*
- be a member of the Club's Health and Safety Committee

Staff management

- ensure that employees have the equipment, training and support to carry out their roles safely and effectively
- maintain a record of the qualifications required for each activity undertaken by WOSC
- maintain a record of each employee's qualifications, and ensure that they remain current (as appropriate)
- plan the training and development of employees
- assign employees to courses and other tasks according to their skills and qualifications

Course development

- design and plan WOSC courses
- schedule WOSC and CBES courses according to our capacity to deliver
- ensure courses are delivered according to the relevant curriculum or plan
- ensure that NZQA unit standards are available for students, where appropriate
- if you are qualified to do so, and if we agree, deliver WOSC and CBES courses

Sales and marketing

- promote WOSC's sail training and boating education opportunities
- ensure that our customers receive a quality product
- ensure that our customers' needs are met in a timely and constructive way
- schedule WOSC and CBES courses according to demand
- prepare a marketing plan in conjunction with the Management Committee
- market courses according to the marketing plan
- take and manage bookings for courses
- maintain and generate WOSC website content
- generate news and information for RPNYC members

Support Club activities

- encourage WOSC graduates to become members of the Club, and to take part in Club racing
- support recent graduates with the follow-on education and support required to be active members of the Club
- ensure that WOSC delivers continuing education for Club members
- ensure that WOSC delivers continuing education for Club volunteers

Planning and reporting

- prepare an annual budget in conjunction with the Club Manager and Management Committee
- manage the WOSC budget
- prepare an annual business plan in conjunction with the Management Committee
- deliver to the business plan
- report monthly to the WOSC Management Committee (management reporting) and RPNYC Board (governance reporting)
- attend WOSC Management Committee meetings, RPNYC Board meetings, and RPNYC Health and Safety Committee meetings, and if appointed, attend WYST trustee meetings

What success will look like

Your performance will be measured by:

- the quality of the programmes being delivered,
- the financial performance of WOSC,
- the degree of support provided by WOSC for Club activities
- compliance with regulatory requirements, including the Health and Safety at Work Act and the Maritime Transport Act

We will agree a set of more specific performance measures with you, and your performance will be formally reviewed annually. Progress against your performance plan will also be reviewed by the WOSC Management Committee from time to time.

Who you'll work for

You report to the RPNYC Board through the Commodore.

You work with the WOSC Management Committee on operational, safety, and planning matters.

You work with the Club Manager on administrative and financial matters, but you do not report to the Club Manager.

Who you'll work with

Direct reports

- WOSC Instructors: you lead them to deliver courses safely and effectively
- WYST Coaches: you ensure their health and safety, and ensure that they have the tools necessary to support WYST
- WYST Administrator: you ensure their health and safety, and ensure that they have the tools necessary to support WYST

Key internal working relationships

- Commodore and Board: you ensure that they have the information they need to fulfil their leadership roles within the Club
- WOSC Management Committee: you work with them to ensure the success of WOSC
- Club Manager: you work with them to manage the WOSC building, and on financial and health and safety matters
- Chair, Wellington Youth Sailing Trust: you work with them to support the WYST Coaches and WYST Administrator
- Vice-Commodore and Sailing Committee: you work with them on safety matters, and to support continuing education of volunteers
- Rear-Commodore and Social Committee: you work with them to support continuing education of Club members

Key external working relationships

- Maritime NZ: you ensure that Maritime NZ's requirements for the management of our fleet are met
- Wellington Harbourmaster: you ensure that WOSC complies with Wellington Harbour Bylaws, and that WOSCs operations do not unduly impact on other harbour users
- Coastguard Boating Education Services: you ensure that CBES courses are delivered effectively
- Schools: you help schools provide safe-boating education to students
- Customers: you ensure that our customers have a positive experience, and that they learn and become safer harbour users
- Yachting New Zealand (YNZ): you work with YNZ to ensure best practice in the delivery of learn-to-sail courses, and for the training of WOSC Instructors
- YNZ's Regional Support Officer: you work with YNZ's Regional Support Officer to market education opportunities, and to ensure best practice in the delivery of learn-to-sail courses
- Black & Gold Events: you work with Black & Gold Events to make the WOSC classrooms available for commercial use, subject to WOSC operational needs