

ROLE DESCRIPTION



VICTORIA UNIVERSITY OF
WELLINGTON
TE HERENGA WAKA

He kura te tangata

Position title	Operations Manager
Primary work unit	University Recreation, Campus Operations
Responsible to	Head of Sport and Recreation
Responsible for	Three direct reports
Position status	Permanent, full-time
Hours of work	37.5 per week
Salary	Band 7; \$76,092 to \$105,105 per annum
Te Whakakitenga - Our Vision: Ki te Pae!	The University's excellence is defined by inspirational teaching, outstanding research and deep engagement that mobilises understanding and action for a better world.
Te koromakinga - Our mission	We draw on our whakapapa, knowledge, and place to shape a better future together.
Ngā Uara – Our Values	Kaitiakitanga - we have a duty as guardians to protect and nurture the environment and people entrusted to our care. Manaakitanga - we are welcoming and generous and operate in ways that enhance the mana of our staff and students. Whanaungatanga - we grow meaningful and long-lasting relationships that benefit our university communities and wider society. Akoranga - we value the experience that students and staff bring to the University and recognise that greater understanding grows out of shared learning. Whai mātauranga - we nurture intellectual curiosity that pushes the boundaries of knowledge and integrates diverse viewpoints to enhance the world around us.

Te Herenga Waka - Victoria University of Wellington is renowned for its high-quality research and exceptional teaching. We attract people from around the world. Our university campus spans Te Whanganui-a-Tara Wellington - the creative, scientific, and political centre of Aotearoa New Zealand - and our students thrive on the connections we've made here.

We are committed to upholding Te Tiriti o Waitangi and connection to place. We're a university with a marae at its heart. Our Māori name is Te Herenga Waka. This is also the name of our marae and means the mooring place of canoes.

For further information about the University go to <http://www.wgtn.ac.nz>

Position purpose

To provide operational leadership that underpins the business and departmental functions within University Recreation. The Operations Manager leads a team that provides administrative, operational, and customer facing support, ensuring all recreation spaces and services are enjoyed by students.

Position location

The Operations Manager is located within University Recreation, in the Campus Operations directorate. This directorate also includes Student Accommodation, Early Childhood Education services, Campus Safety and Security, and Health Safety and Wellbeing.

Strategic context

In alignment with the University's Strategic Plan the purpose of Campus Operations is to create an outstanding, differentiated and efficient student experience across the different areas within the directorate as the University grows and expands.

This includes a living and campus environment that is safe and secure, fosters a sense of community, wellbeing, inclusion and belonging, and supports the delivery of a cohesive, integrated student experience that attracts students and protects and enhances the University's reputation nationally and internationally.

The Operations Manager will help University Recreation and the wider Directorate achieve its goals by providing efficient, timely, customer-focused administrative support, and deliver recreational services which support and enhance the student experience at the University.

Key responsibilities

Department operations and administration

- Ensure all core administration and operations are in place to support recreation service areas.
- Ensuring systems and processes are efficient and effective for staff and customers. Supporting other University Recreation managers with operational and administrative guidance and support to enable stronger service provision.
- Working with all recreation service areas to provide accurate reporting and business development support that enhances the user experience.
- Collation and analysis of reporting data to create insights that shape recreation collaboration and delivery.
- Ensuring the business systems for University Recreation operate as intended, working with key stakeholders across the University to develop as appropriate.
- Leading the identification and development of any technology projects that improve business systems.
- Supporting with the strategy setting process and leading the implementation and reporting across the department.
- Coordinates recreation facility provision, working with service area managers to embed maintenance and development plans for all spaces.
- Providing the Head of Sport and Recreation with advice around service and business improvements.

Outcome: The operations of University Recreation are coordinated, effective and focused on continuous improvement, ensuring a safe and welcoming experience for all users.

Creating and executing an effective community engagement and sales strategy for University Recreation

- Ensuring University Recreation is well-positioned to be included in pan-university strategies and project work. Including, the learner journey, NSO, and other relevant initiatives.
- Oversight of all department communications, to ensure consistent and effective messaging across all platforms; Including publications, online content, physical signage, member and user surveys.
- Coordinating University Recreation's participation at primary recruitment and student experience events across campuses.
- Executing a sales strategy that meets strategic expectations and achieves budget targets.
- Providing input into the development, planning and execution of the University Recreation strategic and business plans.

Outcome: The University Recreation contribution to the student experience and student success is widely understood and accepted, and recreation is consistently included in university initiatives.

Financial Management and Support

- The development and management of budgets, advising on trends, risk and opportunity.
- Developing effective relationships with key staff to ensure financial structures are robust. Ensure finance systems and programmes are integrated and are operating to allow accurate reporting and effective forward planning.
- Leading the development and implementation of the membership sales strategy.
- Managing the creation and processing of all receivable invoices, ensuring timely and accurate billing for all bookings.
- Overseeing the payment and reconciliation of departmental invoices, maintaining compliance with university financial procedures.
- Journaling and reconciling internal and foundation fund transfers to ensure accurate financial reporting and alignment with budget allocations.
- Coordinating capital expenditure (CapEx) processes, including supporting planning, approvals, and tracking of project-related spending.

Outcome: University Recreation maintains strong financial oversight, with accurate budgeting, invoicing, and reporting processes that support strategic planning, operational efficiency, and compliance with university financial procedures.

People Management

- Leading the Recreation Advisor team ensuring a high-quality front of house experience for visitors, including working with them on their annual performance and development plan, managing leave and HR issues as they arise.
- Lead the recruitment, induction, training and development of the Customer Service Assistants. Ensure ongoing coaching and mentoring as required.
- Coordinating the University Recreation team meeting schedule and University Recreation health and safety committee.
- Leading the administrative processes that manage all human resources across University Recreation.

Outcome: The Operations Manager is supported by a high performing Recreation Advisor and casual staffing team, and the departments HR processes and systems are effective.

Partnerships and collaboration

- Develop and maintain strong working relationships with internal stakeholders across Campus Operations, Student Services, and Central Service Units to support seamless service delivery.

- Represent University Recreation in cross-university initiatives, strategies, working groups, and events that support student wellbeing, engagement, and retention.
- Actively share insights and learnings gained from cross-university collaborations, integrating relevant knowledge into University Recreation's own practices and service delivery.
- Play a leading role in how the department collaborates with Property Services to manage all facilities. This includes the coordination of meetings, overseeing administration, and ensuring project work is appropriately allocated across the recreation team.

Outcome: University Recreation builds strong internal partnerships and contributes meaningfully to university-wide initiatives, and strategic objectives with learnings from collaboration actively shaping its own service delivery.

Health and safety

- Oversee the University Recreation Safety Plan, ensuring all staff are actively reviewing and contributing as appropriate.
- Provide leadership and direction in all matters relating to Health and Safety and Emergency Management ensuring prompt reporting of accidents/incidents, the timely completion of hazard review reports, that safety and emergency management plans are reviewed, completed and submitted annually to the Safety and Risk team and that staff are enabled to participate in Health and Safety practices in the workplace.

Outcome: The University Recreation health, safety and emergency response planning and documentation is robust, regularly reviewed and aligned with university policy.

Key relationships

The following positions report directly to the Operations Manager:

- Senior Recreation Advisor.
- Recreation Advisors (x2).
- Customer Service Assistants.

The Operations Manager will develop and maintain excellent working relationships with staff in the wider Campus Operations Directorate. The Operations Manager will also work with Student Services and Central Service Units as required to perform effectively in the position.

Competencies

Competency	Demonstrated by
Client focus	Understands and believes in the importance of client service; listens to and understands the needs of internal and external clients; displays a professional, courteous and empathetic approach; considers equity and diversity issues in interactions; meets and exceeds client needs to ensure satisfaction
Self-management	Effectively plans and organises work to achieve desired outcomes; proactive, remains focused, takes action to overcome obstacles and follows through to completion
Integrity	Is fair, open, honest and consistent in behaviour and can be relied upon; is receptive to Māori, Pasifika and multicultural issues; generates confidence in others through professional and ethical behaviour
Innovation	Questions the way things are done; encourages discussion, free debate and generation of creative ideas and solutions; learns from past mistakes; generates new and creative ideas to improve the status quo
Communication	Clearly and concisely communicates with a wide range of people in all situations, both orally and in writing; effectively listens; understands cultural differences in regard to communication
Analysis and judgement	Identifies and analyses issues and problems, considers alternatives, makes sound decisions and commits to a course of action
People management	Uses a variety of styles and methods to develop, motivate and empower others towards achieving their own and organisational goals

Selection criteria - essential

- A relevant qualification or experience in Physical Education, Recreation or other related discipline.
- Proven experience with finance/accounting systems required.
- Proven experience in recreation or sports administration or operations.
- Previous experience coaching and managing staff.
- Demonstrated experience in managing internal and external relationships.
- Previous experience monitoring and managing an operational budget.
- Proven understanding of survey analysis as a mechanism for monitoring customer satisfaction.
- An understanding of databases, in particular a membership database.

Selection criteria - desirable

- Knowledge of the university, tertiary and student environment is desirable.
- An ability to produce budget forecasts along with cost analysis skills.
- An affinity for wellbeing.

Delegations

Human Resources Delegated Authority – Level TBC.

Financial Delegated Authority – Level TBC.