



QUEENSLAND TOUCH FOOTBALL POSITION DESCRIPTION

Position:	Operations Manager	Department:	Operations
Location:	Milton Office, Brisbane (Statewide role with regular regional travel)	Position Type:	Full Time (evening and week-end work included)
Reports to:	Chief Executive Officer	Direct reports:	Regional Managers (4-6 persons)
Internal Stakeholders:	Chief Executive Officer Business & Finance Manager Finance Officer and HR Coordinator Regional Managers & Staff Sports Operations Manager Commercial, Events & Strategy Manager Performance and Pathways Manager Game Development Manager & Staff	External Stakeholders:	Regional Boards and Committees Affiliated Associations Volunteers Coaches and Referees Commercial Partners Local Government Agencies Queensland Rugby League Touch Football Australia

ORGANISATION OVERVIEW

Queensland Touch Football (QTF) is a member organisation of Touch Football Australia (TFA) and benefits from strategic partnerships with both the National Rugby League (NRL) and Queensland Rugby League (QRL).

Touch Football is one of Queensland's most popular participation sports, with over 185,000 participants engaging in the sport annually through affiliates and school competitions and events, from Thursday Island and Weipa, Mt Isa to Rockhampton, Roma to South Tweed.

QTF governs six regions and 78 affiliated associations across Queensland and is responsible for the leadership and management of competitions, representative pathways, events, game development and participation. Leading QTF is a seven-member Board of Directors and a Chief Executive Officer who are responsible for the development, implementation, and achievement of the sport's Strategic Plan.

Queensland Touch Football has a vision to Unite, Inspire and Grow touch football through our key strategic pillars, aligned with our why, how and values.

Our Vision: Unite, Inspire and Grow

Our Why: We strive in all we do to provide fun, memorable, and inclusive experiences through Touch Football.

Our How: We do this by providing pathways and structures that aim to unite, inspire, and grow the sport of Touch Football through all the communities we service.

Our Values: Forward Thinking | Stronger Together | Leading with Humility | Passionately Proud | Fostering Fun

POSITION OVERVIEW

Reporting to the CEO, the Operations Manager is responsible for leading Queensland Touch Football's regional operations, driving alignment, efficiency, and innovation to enhance organisational capability and support growth in participation.

Leading a team of Regional Managers, the role requires a collaborative leadership approach, operational expertise, and a commitment to building high performing teams. Key priorities include optimising resources, reducing duplication, embedding continuous improvement practices and ensuring compliance with the Queensland Incorporations Act.

You'll play a key role in developing and implementing operational plans, facilities and infrastructure planning, and ensuring financial stewardship to support QTF's strategic objectives and long-term sustainability.

U N I T E . I N S P I R E . G R O W .

KEY RESPONSIBILITIES

Regional Management

- Oversee and support regional staff and operations, ensuring consistent delivery of services, events and representative programs across all regions.
- Build strong relationships with regional committees, associations, and stakeholders, regular attendance at regional meetings, to understand local needs, challenges and opportunities.
- Ensure all regional entities comply with the relevant Incorporations Act and associated governance requirements, including annual reporting, constitution updates, and regulatory obligations.
- Attend and support regional events and representative tours and ensure best practices operations are implemented.

Operational Planning

- Develop and implement annual regional operational plans aligned with QTF's Strategic Plan and Objectives.
- Monitor progress against plans, adjusting activities and resources as required, and ensuring accountability.
- Coordinate cross-functional project teams to deliver key initiatives.

People Management & Performance

- Lead, mentor, and develop operational staff and volunteers, fostering a high performance and inclusive culture.
- Set clear performance expectations, conduct regular reviews, and support professional development.
- Promote staff wellbeing, engagement, and retention across all regions.

Standard Operating Procedures (SOPs) & Alignment

- Develop, implement, and maintain SOPs for all operational activities
- Ensure alignment of processes and practices across regions to achieve organisational consistency.
- Regularly review and update SOPs to reflect best practice and regulatory requirements.

Drive Efficiency & Continuous Improvement

- Identify and eliminate redundant processes and duplicated efforts across the organisation.
- Streamline workflows and introduce automation where appropriate.
- Foster a culture of collaboration, innovation and resource sharing.
- Drive continuous improvement initiatives, using data and feedback to inform decision-making.

Facility & Infrastructure Planning

- Oversee the planning, development, and maintenance of touch football facilities and infrastructure planning.
- Work with TFA, QRL, Local Government Agencies, and partners to secure funding for facilities upgrades.
- Ensure facilities across Queensland meet safety, accessibility, and compliance standards.

Budget & Finance Management

- Prepare, manage, and monitor operational budgets in line with organisational priorities.
- Ensure effective financial controls, reporting, and compliance with funding agreements.
- Identify opportunities for cost savings, revenue generation, and resource optimisation.

Reporting & Compliance

- Monitor and report on operational performance, KPIs, and project outcomes.
- Ensure compliance with all relevant legislation, policies, and procedures.
- Prepare reports and recommendations for the Board and Executive Team.
- General operational assistance as required from time to time.

KEY SELECTION CRITERIA

Essential

- Demonstrated experience in operations management, preferably within sport or not-for-profit sectors.
- Proven ability in people management, leading teams and performance development.
- Experience in operational planning, budget preparation, and financial management.
- Knowledge of SOP development, process alignment, efficiency improvement through technology integration.



- Understanding of Incorporations Act reporting and governance requirements.
- Experience in facility and infrastructure planning and facility audits.
- Relevant tertiary qualifications in business, sport management, or related field (desirable).
- Must hold or be eligible to hold a current Blue Card/Working with Children Check.
- Demonstrates initiative, integrity, and commitment to QTF's values.

Desirable

- Knowledge of touch football and/or sporting organisations.
- Excellent communication, stakeholder engagement, and team building expertise.
- Experience working with volunteers and in a volunteer environment.
- Hold a current Driver's Licence.
- An energetic, motivated, enthusiastic self-starter.

COMMITMENT TO CHILD SAFETY

Queensland Touch Football is committed to the safety and wellbeing of all children and young people who participate in our sport and access our services. We support the rights of the child and will act at all times ensure a child safe environment is maintained.

The QTF Child and Youth Risk Management Strategy details the standards, requirements and practices that apply to all employees and volunteers of QTF, its Member and Affiliated Associations and their Clubs working with or within the delivery of touch football to children and young people under the age of 18 years.

A current Blue Card is a minimum requirement of this position. All employees must comply with the current Blue Card/Working with Children Check requirements.

HOURS OF WORK

The sport industry operates outside of traditional business hours, including weekends, and to succeed in this role, you must be willing and able to work when and where sport is happening. We have a flexible approach to ensuring our people can balance family life and personal commitments alongside the demands of the industry.

KEY PERFORMANCE INDICATORS

To be determined in line with Performance Plans.

HOW TO APPLY

To be considered for this role, please submit the following, as PDF documents:

- Written letter of application addressing **Key Selection Criteria** and your experience relating to each; &
- Your current CV/Resume.

Application letter and CV submitted to: vacancies@qldtouch.com.au.

For enquiries, please contact:

Greg Denny

Chief Executive Officer

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Applications close on **Monday 27th October 2025**.

Note: Interviews may commence prior to close date in an endeavour to fill position.