



POSITION DESCRIPTION Woollahra Sailing Club

OPERATIONS MANAGER

An exciting opportunity to take overall responsibility for the day-to-day running of a successful and growing sailing club.

Woollahra Sailing Club is situated overlooking picturesque Rose Bay. Members enjoy some of Sydney's best views and have the best dinghy sailing facilities on the Harbour. Only a short drive from the CBD or an invigorating 15-minute ferry ride, the club's location in both spectacular and convenient.

The club offers sailing and paddling opportunities throughout the year as well as excellent facilities for young sailors and the broader community. The club hosts to numerous events and regattas. Off the water facilities include a member's canteen and function venue for hire.

Position Details	
Title	Operations Manager
Location	Rose Bay
Reporting to	General Manager
Direct Reports	<ul style="list-style-type: none">• NA
Key Stakeholders	<i>Internal</i> <ul style="list-style-type: none">• General Manager• Staff• Board Members• Sailing School instructors <i>External</i> <ul style="list-style-type: none">• Club members• Sailing School participants and Schools• Customers• Australian Sailing• Volunteers• Suppliers and contractors

Position Purpose
The Operations Manager is responsible for the quality and safety of services, facilities, and overall operations of Woollahra Sailing Club to benefit members and all users while ensuring operational and financial sustainability. This role involves managing daily operations, optimising resource utilisation and supporting strategic initiatives to increase participation and engagement.
Success is measured by: <ul style="list-style-type: none">• Ensuring all operations across the club a managed in a safe, costly and timely way.• Member and sailing school customer satisfaction.• Growth in participation and conversion rates.



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Key Responsibilities	
Club Operations and Facilities	<ul style="list-style-type: none"> Develop and oversee administrative and safety procedures to support Club operations Ensure the club has adequate and suitably maintained resources to complete its activities and club goals Oversee all maintenance work, including planning of work and maintenance schedules. Provide basic IT support for staff and members
Oversee and optimise the use of Club assets and facilities	<ul style="list-style-type: none"> Manage relationships with club tenants Contribute to the development of new initiatives and strategic planning, particularly in relation to use of club facilities Identify solutions to improve club environment i.e. boat storage racks and managing the boat ramp to ensure safety
Manage operational costs	<ul style="list-style-type: none"> Ensure all operational expenses are managed appropriately. Manage relationships with suppliers and contractors Provide reporting on finances required Work with the General Manager to ensure the club is operating at peak financial capacity Manage club insurances and compliance
Develop and implement policies and procedures to improve service quality	<ul style="list-style-type: none"> Ensure all operational policies and procedures, including OHS and water safety, are in place and are kept up to date. Ensure compliance with policies and operating procedures
Oversee and manage boatyard	<ul style="list-style-type: none"> Ensure efficient use of space based on membership needs, sailing frequency, and boat class requirements Implement and maintain an allocation system to prioritise safety, accessibility, and fairness while coordinating with members on storage adjustments

Position Requirements
<ul style="list-style-type: none"> University qualification or equivalent would be advantageous. Experience of administration in a volunteer sports club environment is desirable. Knowledge of the sailing industry would also be an advantage Strong written and verbal communication skills Excellent organisational and time management abilities A strong focus on system/process and project management Competency in IT, including Word, Excel, database management and website maintenance. Working With Children Check NSW Driver's License.



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Person Requirements

To be successful, the individual in this position should be:

- Enthusiastic, self-motivated, and positive.
- Driven to achieve results with a service-oriented mindset.
- A team player with the ability to work autonomously.
- Capable of remaining focused and composed in high-pressure situations.
- Willing to work weekends as required to support Club operations and events (up to 4 days per month during peak sailing season)