



Ground Controller

Position Description

Position Title: Ground Controller: City Touch – TFSA

Classification: Casual Employee (Refer to the Touch Football Australia Certified Agreement)

Reports To: Competition and Events Coordinator Level of Touch Football South Australia

Introduction

Touch Football Australia Incorporated (TFA) is the governing body for the sport of Touch Football in Australia. Touch Football is a sport that is thrilling, enjoyable and accessible to all.

TFA is responsible for the overall leadership, management, administration and development of Touch Football across the nation. This is conducted through a unique management model where there are states under direct control of this body and core partnerships with the states of New South Wales and Queensland.

City Touch is South Australia's largest competition and creates Touch Football experiences for over 2000 participants a year. We are looking for individuals that are interested in positively contributing towards the management of this competition and want to work with TFSA grow the sport of touch even further!

If you love sport, have an interest in sports management/events or simply want to get involved in something that will provide some extra \$\$ we want to hear from you.

Location: City Touch, Park 17, Adelaide City Parklands

Availability: Tuesday, Wednesday and Thursday 4.30pm – 10.30pm (5 – 6 hrs)

Commencing: Tuesday 10th November 2020

(Ideally, commencement will occur as close to or after the 10th November 2020)

Shifts will be available in line with City Touch seasons, usually for 3-month periods throughout the year.



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Job Description

A. Primary Purpose of the Role

- » To provide onsite management of all administrative functions and ensure competitions are delivered in a professional manner to maximum Customer Service Standards (will be provided).
- » To troubleshoot and proactively manage issues that arise onsite and report them through direct reporting lines (Your Competition and Events Coordinator).
- » To position the game and TFA competitions for product improvement, customer satisfaction and overall growth and profile of the sport.

B. Job Responsibilities

Customer Service

- » Provide adequate supervision and a duty of care to all participants.
- » Ensure progress and improvement of the locality by providing a fun, safe environment and obtaining continual feedback from participants
- » Welcome participants and provide advice and assistance to participants in a friendly and professional manner at all times.
- » Provide basic first aid if required and be familiar with emergency and injury report procedures.
- » Welcome feedback from participants (either negative or positive) and refer it to the relevant line manager the next working day.
- » Review and assess customer experiences to ensure a constant improvement environment exists.

Competition Management/Administration

- » Ensure referees are on time, in correct uniform and matches commence when scheduled.
- » Entry of match results into MySideline as soon as possible after games.
- » Management of any forfeits via advising affected teams and recording the result into TFO.
- » Reporting of any incidents via official procedures / documentation.
- » Liaise with TFA staff to ensure competitions are always of the highest standard to customers.





- » Enforcement of competition by laws, TFA playing rules and TFA policies.
- » Ensure that the collection of all scorecards, sign on sheets and other required documentation/equipment is collected from the relevant Touch Football office in a timely manner prior to the commencement of games.
- » Arrive at the venue a minimum of one hour before the commencement of the first games to open and set up the facility.
- » Timekeeping of all games and signalling the commencement and conclusion of play.
- » Troubleshoot any issues as they arise (referee allocations etc.).
- » Verify any casual players and ensure they register in the future and sign-on for the night via localised processes.
- » Oversee & ensure the correct sign on procedure is completed by all participants prior to their participation.

Venue Presentation

- » Set up and pack down the competition venue as per local specifications including but not limited too; –
 - Display of TFA and local branding (including local sponsorship signage)
 - Display of directional Signage (field numbers etc.)
 - Placement of Field Cones on fields
- » Set up and display competition equipment, fixtures, field allocations, field maps, referee roster and other relevant Touch Football promotional items in a prominent location nightly.
- » Inspect fields before the commencement of games and identify any issues that require attention, reporting any issues to the relevant line manager (i.e. no or faint lines, potholes, obstructions).
- » Management of the canteen/bar including customer service and accurate financial and stock management.
- » Ensure that the venue is kept clean and tidy and is always presented to the highest standard possible.





Other

- » Provide availability where possible to attend all meetings as required by relevant Management.
- » Be conversant with the rules, procedures and constitution of TFA.
- » Provide a signed fortnightly timesheet to your relevant TFA Competition & Events Coordinator no later than 11am Friday of payment week (every fortnight) in order to facilitate payment

C. Key Relationships

- » Work closely with and under the direction of the Competition & Event Coordinator of the relevant Touch Football Australia office.
- » Work with relevant TFA personnel, or partners within state operations.
- » Provide customer service to participants, officials, volunteers and partners.

D. Key Selection Criteria

- » Excellent written and oral communication skills supported by interpersonal skills of a high order.
Demonstrated ability to consistently display customer services principles, practices and attributes.
- » Sound understanding of the structures and needs of the TFA community.
- » Demonstrated computer literacy and competence in excel and database tools (MySideline).
- » Demonstrated initiative and self-management and an ability to work under pressure.

E. Mandatory Requirements

- » Current Working with Children Check certification relevant to your location
- » Play by the Rules certification
- » Current Police Check
- » First Aid Qualification
- » Current RSA
- » Current COVID Marshall Certificate





- » Capacity to work outside normal hours
- » Current driver's license
- » Willing to work under the provisions associated with the Certified Agreement of TFA and abide by the policies of the organisation.

H. Notes

- » The Ground Controller is not empowered to make decisions affecting the conduct of TFA competitions; however, they will be asked to provide feedback or activate a discussion for propositions.
- » All requests from participants for exemptions or variations to Conditions of Entry or by laws are to be referred to in writing to the relevant TFA Competition and Events Coordinator for judgement.
- » The Ground Controller cannot be involved as a player at their designated competition(s) in order to remove conflict of interests.

