



Position:	GM – High Performance
Position Type:	Permanent
Department:	High Performance
Reports To:	Chief Executive Officer
Location:	Auckland/Flexible

#### Purpose of Softball New Zealand

Softball is in New Zealand’s sporting DNA. Across the generations the sport brings families and communities together for play and enjoyment. A truly gender equal game, softball is alive with growth and opportunity with over 20,000 participants nationwide.

As a part of the Softball whanau, Softball New Zealand is the national sporting organisation charged with the responsibility of leading softball in New Zealand. We support our Mens Black Sox and Women’s White Sox teams on the world stage; we develop and deliver quality national sports programmes at community and high-performance level; and we run world class events and tournaments.

To do this we have a great team of people who live and breathe our Softball New Zealand values. We put people at the centre of our purpose, we are open, we have fun, we strive for excellence, and we share in each other’s knowledge and success.

#### Softball NZ Strategy:

*Our Vision: Whakakitenga* – we want softball to be a sport for life. One that evolves as it needs to, is enjoyed by all those who connect with the game in any capacity and is characterised by success.

*Our Collective Purpose: He Kaupapa* – We are all tasked with working together to enable kiwis to participate in whatever way they choose and to have a great time in doing so to ensure that they stay involved and get the best experiences from the game.

#### *Our Approach: Nga Huarahi Mahi*

- Focus on the needs of the people wanting to be involved in our game.
- Open to change and doing things differently
- Inclusive
- Play to our strengths
- Work together

#### Role Purpose

As the leader of the Softball high performance system in New Zealand, the GM High Performance will ensure a New Zealand centric, world-class high-performance environment, that delivers sustainable success on the world stage. The role will ensure fit for purpose systems, structures and practices that provide a platform for athlete and team performance to flourish, while ensuring a contemporary approach to athlete and coach wellbeing and development. The GM High Performance provides critical leadership to Softball New Zealand and wider softball network ensuring an integrated performance pathway for emerging and transitioning players.

Key Responsibilities	
<b>Strategy and Development</b>	<ul style="list-style-type: none"> <li>• Lead the development of the high-performance vision, goals and strategies across the Black Sox and White Sox brands, and associated pathway programmes that align and contribute to the realisation of softball’s wider vision and objectives.</li> <li>• Lead the development and implementation of an environment, in consultation with key stakeholders, that enables the vision of Softball New Zealand and the High-Performance function to be realised.</li> <li>• Prepare and implement high performance programme and campaign plans in line with strategy.</li> <li>• Ensure strategies and operational practices that optimise efficiencies and best practice across both men’s and women’s environment, yet respect and reflect differences where necessary and appropriate.</li> <li>• Monitor global trends in high performance and softball to add to the development of the New Zealand system.</li> <li>• Form strategic partnerships and network, both domestically and internationally to further Softball New Zealand’s objectives.</li> </ul>
<b>Team and Culture (Leadership)</b>	<ul style="list-style-type: none"> <li>• Develop a sustainable high-performance culture that enables achievement of outcomes for athletes, coaches, support staff and the organisation.</li> <li>• Ensure identified strategic plans are in place to enable athlete-focused development and wellbeing strategies, including appropriate balance of challenge and support.</li> <li>• Ensure an environment where athletes, coaches and support staff are supported and encouraged to share their views and contribute to the development of the team culture and environment.</li> <li>• Ensure the daily training environment delivers what athletes need to support their development, well-being, and critical performance factors (individual and team).</li> <li>• Responsibility for ensuring appropriate systems and practices are in place to monitor, identify and report player and coach wellbeing risks and issues, and where required elevate to the CEO or Board as required.</li> <li>• Recruit, develop and retain the critical people to enable appropriate culture and performance outcomes.</li> <li>• Lead, develop and coach to ensure clarity of roles/responsibilities and appropriate people management practices are in place.</li> <li>• Lead and manage any change that is needed for the programme to achieve the vision and goals.</li> </ul>

<b>Operations Planning, Enabling and Reporting</b>	<ul style="list-style-type: none"> <li>• Ensure clarity of goals and measurable objectives and ensure adherence to the achievement of these.</li> <li>• Lead the implementation, monitoring and reporting of programme plans including reporting against delivery agreements.</li> <li>• Develop clear and concise policies and protocols for the implementation of programme plans including, but not limited to, programme decision making processes, responsibilities and performance expectations, athlete inclusion in the programme, athlete performance monitoring, testing and selection.</li> <li>• Ensure the effective management of high-performance programme budgets, facilities, and equipment where appropriate.</li> <li>• Provide regular updates to the CEO on the progress of the programme and</li> </ul>
	<p>provide board reports as required.</p> <ul style="list-style-type: none"> <li>• Ensure HP staff have appropriate resources to effectively perform their roles.</li> <li>• Other duties as reasonably required.</li> <li>• Manage the day-to-day relationship with High Performance Sport NZ and oversee Softball New Zealand’s responsibilities under the agreed investment framework and ensure HPSNZ deliver services and support to the level and quality required.</li> </ul>
<b>Stakeholder Management and Communication</b>	<ul style="list-style-type: none"> <li>• Ensure a breadth of stakeholder views are sought and cascaded into planning and practices where appropriate.</li> <li>• Ensure fit for purpose communication protocols and practices are in place to keep all stakeholders appropriately informed includes players, coaches and support staff, wider Softball New Zealand, High Performance Sport NZ, and other external stakeholders. Be the spokesperson where assigned on media matters regarding high performance.</li> <li>• Identify and target key partnerships and other external influencers (e.g., clubs, personal coaches etc) to maximise buy-in and support for the high-performance programme and respective campaigns.</li> <li>• Provide leadership to ensure a close connection and integration of the high-performance team with Softball New Zealand, to deliver on wider Softball New Zealand Objectives.</li> <li>• Work with other Softball New Zealand functions (including commercial, media and communications, events, and community) to ensure wider objectives and obligations are met.</li> <li>• Share best practice processes, systems, and high-performance developments with the wider softball community.</li> <li>• Play a critical leadership role and be an active contributor to the senior leadership team.</li> </ul>
<b>Performance Pathway</b>	<ul style="list-style-type: none"> <li>• Working with Softball NZ management, ensure the Performance Network strategy and operating model is aligned and integrated with wider Softball New Zealand and High-Performance strategy and softball community.</li> <li>• Work with the CEO, to identify and support fund raising strategies.</li> </ul>

<b>Finances</b>	<ul style="list-style-type: none"> <li>• Collaborate with the CEO to attract investment into the high-performance programme.</li> <li>• Meet commercial obligations including financial reporting to investors.</li> <li>• Establish and manage high performance operational and capital expenditure budgets according to performance needs and priorities.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Provide leadership and direction in matters relating to Health and Safety for the team by understanding and implementing the requirements of the Health and Safety at Work Act, and Softball New Zealand’s policy and procedures.</li> </ul>

### Experience, Knowledge and Qualifications

#### Key Experience:

- Created, developed, and led a high-performance programme and culture within sport or similar setting
- Successfully managed external stakeholder relationships that have been critical to the achievement of targets
- An understanding of the “kiwi way” and its successful cultural attributes
- Experience developing and delivering both strategic and operational plans
- Created plans to attract, develop and retain top talent (athletes, staff, and expert providers)
- Experience and ability to coach and develop international coaching and support staff
- Experience establishing and managing annual operational and capital budgets

#### Knowledge and Skills:

- Understands high performance systems
- An in-depth understanding of the business and sports market in New Zealand and overseas
- Tertiary qualified in a related field (e.g., Sports/Business) or leadership experience in high performance, elite or professional sport. Experience within elite softball would be seen as advantageous but not mandatory.
- Understands the factors required to achieve sustainable success in international sport
- Understands the characteristics of effective athlete and coach development pathways
- An understanding of the New Zealand HP system and HPSNZ strategy – desired
- An understanding of the NSO vision, strategy, priorities, and challenges.

Role-Specific Competencies	
<b>Builds Relationships</b>	<ul style="list-style-type: none"> <li>Effectively relates to and builds cohesive, harmonious teams by valuing and supporting team members</li> <li>Proactively manages conflict</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>Communicates with confidence and clarity to individuals and groups to gain commitment and a shared understanding</li> </ul>
<b>Client Focus</b>	<ul style="list-style-type: none"> <li>Maintains high standards and focuses self and others on understanding and meeting client/partnership and stakeholder needs</li> </ul>
<b>Decision Making and Prioritising</b>	<ul style="list-style-type: none"> <li>Assimilates and analyses information from different sources and evaluates the pros and cons of available options before making decisions.</li> </ul>
<b>Drive for results</b>	<ul style="list-style-type: none"> <li>Enables and facilitates the delivery of business outcomes with passion and accountability</li> <li>Seeks and achieves challenging performance opportunities</li> <li>Stays focused to achieve goals</li> </ul>
<b>Innovation and Change</b>	<ul style="list-style-type: none"> <li>Open and inquisitive with an eagerness to introduce new ideas, processes, and improved ways of working</li> <li>Recognises which intervention will return the greatest performance</li> <li>Embraces change</li> </ul>

Delegations of Authority	
<b>Operational Expenditure</b>	In accordance with SNZ Delegations
<b>Authorisation to Hire</b>	In accordance with SNZ Delegations
<b>Authorised to sign Contracts</b>	In accordance with SNZ Delegations

Relationships:	
<b>Number of direct reports</b>	<p>14</p> <ul style="list-style-type: none"> <li>2 National performance coaches and managers</li> <li>5 National pathway coaches and manages</li> <li>Other support staff as contracted (including team psychologist, physiotherapists, strength &amp; conditioning provider sand other contract resources as designated)</li> </ul>

<b>Main internal stakeholders</b>	<ul style="list-style-type: none"><li>• Softball NZ Senior Leadership Team and board</li><li>• National team players and support team</li></ul>
<b>Main external stakeholders</b>	<ul style="list-style-type: none"><li>• High Performance Sport NZ</li><li>• Sport NZ</li><li>• NZ Olympic Committee</li><li>• Regional associations</li><li>• Softball community</li><li>• World Baseball Softball Confederation (WBSC)</li></ul>

Dated: April 2023