



# CIHA General Manager Position Description

## **Purpose**

The General Manager (GM) is responsible for the day-to-day operations of the Canterbury Ice Hockey Association (CIHA), supporting member satisfaction, club growth, and financial stability. A successful applicant will bring enthusiasm for ice hockey, strong leadership and organisational skills, and the ability to foster a professional, inclusive, and enjoyable environment for all CIHA members. The GM will:

- Be the approachable front-line contact for all operational matters
- Manage club priorities, timelines, and deliverables
- Collaborate with key stakeholders and coordinate volunteers to advance club objectives
- Uphold club rules and values, and model respectful, positive behaviour
- Build strong relationships with players, parents, volunteers, and the wider New Zealand ice hockey community
- Be accessible to community members with questions and create a welcoming atmosphere for new participants
- Proactively alert the CIHA Committee to any issues or delays impacting progress or outcomes

## **Opportunity**

The CIHA GM will play a pivotal role in increasing member satisfaction, shaping the club's future, and advancing one of New Zealand's fastest-growing and most exciting sports. This is an excellent opportunity for a passionate and driven individual looking to make ice hockey a central part of their professional journey and grow their career alongside one of the nation's premier ice hockey organisations. While full-time, this role offers flexible working hours to best support club activities and events, including evening and weekend commitments.

## **Relationships and Reporting**

The GM reports to the CIHA Committee and works closely with Committee Members, the Accounts Administrator, Team Managers and Coaches, Members, and Volunteers. External relationships include the GMs of other regional associations and Ice Hockey New Zealand (IHNZ), as well as Alpine Ice management. While the GM has no direct paid reports, they are responsible for recruiting and coordinating volunteers to support club operations.

## **Core Competencies and Experience**

### **Management**

- Excellent organisational, leadership, and personal management skills
- Proven ability to prioritise and manage multiple tasks and deliverables
- Proactive approach to fulfilling responsibilities, ensuring smooth and timely operations
- Reliable, flexible, and adaptable to the evolving needs of the club
- Recognises when support is needed and takes initiative to secure it

### **Communication and Collaboration**

- Clear, confident, and effective communicator—both written and verbal
- Friendly, approachable, and enthusiastic demeanour
- Encourages and brings out the best in CIHA members, volunteers, and supporters
- Able to build rapport with members, especially youth players and parents, serving as a positive role model and promoting CIHA's values and love of the game
- Demonstrated experience leading projects or initiatives as part of a collaborative team
- Capable of setting clear goals, structuring work efficiently, and delegating tasks effectively to volunteers
- Understands and respects the roles of CIHA volunteers and contractors, fostering strong two-way communication and collaborative working relationships

### **Technology and Financial Tools**

- Comfortable and experienced with common digital tools and platforms
- Proficient with office software (e.g., Excel, Google Sheets) for planning, budgeting, tracking, and reporting
- Able to use or willing to learn the eSportsDesk system to manage registrations, schedules, and program configurations
- Ideally, capable of using (or willing to learn) CIHA's accounting platform (Xero), website builder for basic updates, and email tools for bulk communications

### **Composure**

- Calm and professional under pressure, maintaining a constructive tone when faced with stress or high emotions
- Handles unexpected challenges with maturity and resilience
- Manages frustration without becoming defensive, acting as a steadying presence in emotionally charged situations

### **Ice Hockey Experience**

- Ideally brings significant experience in ice hockey, either through high-level play, coaching, or administration, with a deep understanding of the game and its rules
- Brings passion for the sport and a desire to share that enthusiasm with others

## **Key Responsibilities**

### **General**

- Oversee all leagues and programs including Learn to Play, Youth, and Adult programs
- Develop and manage the ice time bookings and schedules for all club activities
- Recruit, coordinate, and support volunteers (including coaches, managers, and administrators) to support program delivery
- Monitor the info@ciha.org.nz inbox and respond to enquiries in a timely manner
- Manage registration and recruitment of new and returning players for all leagues
- Assist in the placement of players across all teams and leagues
- Schedule game officials/referees and organise recruitment and training programs
- Maintain, update, and enforce club playing rules, in collaboration with the CIHA Committee
- Ensure awards are organised for championship winners across all leagues
- Compile and present monthly reports to the CIHA Committee

### **Funding**

- Charitable funding is a key priority for the GM, who will identify funding sources and strategically submit applications for compensation, ice time, equipment, and other expenses
- Manage reporting requirements for successful grant applications

### **Learn to Play**

- The CIHA Learn to Play (LTP) program, for both youth and adults, is instrumental to the club's success and growth; a key responsibility is to replenish and grow the pipeline of incoming players through the LTP program
- Organise and manage session procedures to provide a positive door-to-door experience
- Manage all LTP enquiries, arrange trial sessions for new players, welcome families, and assist players with gear fitting before their first session
- Operate (or delegate to a qualified volunteer) the welcome desk before each session and record attendance for financial purposes
- Explain playing opportunities to families and assist them through the registration process
- Assist with on-ice coaching of the sessions themselves when requested, if able

### **Equipment and Gear**

- Monitor and manage equipment inventory, including the hire gear pool
- Oversee hire gear issuance, registration, return, and hire gear bond refunds
- Place equipment orders to maintain stock levels to meet demand
- Ensure all equipment, including adult and junior goals/netting, is in good condition and arrange repairs or replacements as necessary

### **Ice Hockey Knowledge**

- Stay informed on best training practices, programs, and environments (IIHF, USA Hockey, Ice Hockey New Zealand, CIHA), ensuring their application in club activities
- Develop a working knowledge of the game's rules, as well as refereeing and score benching

## **Additional Responsibilities**

*The following areas fall within the GM's overall remit but are not expected to be a focus initially. These responsibilities will be gradually transitioned with support and training over the first year.*

### **Financial (in addition to Charitable Funding)**

- *Create and manage financial forecasts, set budgets, and determine playing fees for leagues in collaboration with the Treasurer and other relevant Committee members*
- *Oversee payment policies and procedures; manage the collection of debt from parents and players, and communicate debtor lists to league directors*
- *Collaborate with the CIHA Treasurer and Accounts Administrator to produce monthly cash flow and budget tracking reports for the Committee*

### **Representative Teams**

*The GM will oversee youth and adult representative team budgeting and scheduling, including the Inferno and Red Devils.*

- *Set practice schedules and budgets*
- *Identify, recruit, and recommend team coaches and managers to the CIHA Committee*
- *For home events, organise volunteers and ensure the smooth running of each event*
- *For adult representative teams, create a budget and player fee structure that takes into account factors such as overall NZIHL/NZWIHL budget, season marketing costs, practice schedules, apparel, projected ticket sales, sponsorship and/or funding, and more*

### **Other**

*As the CIHA continues to grow and evolve, the GM's scope of responsibility is expected to expand accordingly. Additional responsibilities, consistent with the broad role outlined in this position description, may also be assigned to the CIHA GM.*