

# POSITION DESCRIPTION

<b>Role Title:</b>	Regional Rugby Manager
<b>Department/Unit:</b>	Community Rugby
<b>Date Created/Reviewed:</b>	October 2025
<b>Reports To:</b>	GM - Community Rugby
<b>Level of Accountability:</b>	Employee

## Purpose of the Role

The Regional Rugby Manager (RRM) is responsible for the growth, development, and sustainability of Rugby within their designated region. They are responsible for managing the engagement of more participants at every level by enriching the Rugby experience and providing connected pathways.

## Key Responsibilities

### Participation and Business Development

- Grow participation across clubs, schools, and community programs in line with QRU strategic targets.
- Identify opportunities for and support the implementation of QRU initiatives and Community Rugby programs.
- Use participation data and insights to inform planning, resource allocation, and local strategy.

### Stakeholder and Club Support

- Serve as the primary QRU contact for clubs, schools, and regional associations.
- Manage practical guidance to association and club committees through the network of Rugby Australia and QRU content specialist leads.
- Maintain strong working relationships with local councils, schools, and community organisations to strengthen Rugby's footprint.
- Ensure timely and transparent communication between QRU and regional stakeholders.

### Customer Service and Engagement

- Deliver proactive and professional service to all stakeholders, embodying QRU's values.
- Resolve issues and enquiries efficiently while ensuring consistent alignment with QRU values and policies.
- Promote QRU resources, participation tools, and digital systems that enhance stakeholder experience.
- Gather and report feedback to inform service and program improvements.
- Represent QRU at local events, competitions, and meetings, acting as a visible ambassador for Rugby.

### Planning, Reporting, and Accountability

- Develop annual regional plans with measurable participation and engagement outcomes.
- Monitor performance against KPIs such as registrations, retention, school participation, club health, and satisfaction levels.
- Manage regional budgets and resources responsibly.
- Provide regular reports and insights to QRU management on performance, trends, and emerging opportunities.

## Key Relationships

- **Internal:** QRU Community Rugby staffs, and administration departments.
- **External:** Community Rugby clubs, schools, local councils, regional Rugby associations, and community partners.

## Performance Measures

- Growth in the number of player, coach, referee, and volunteer registrations.
- Improvements in player, coach, referee, and volunteer registration retentions.
- Number and quality of schools and community program engagements.
- Club health benchmark metrics.
- Delivery against regional plans, budgets, and QRU strategic priorities.

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## Key Selection Criteria

<b>Motivational Fit</b> Demonstrated experience in both working as a volunteer and working with volunteers and volunteer committees  Demonstrated experience in the delivery of sports participation strategies	MANDATORY MANDATORY
<b>Organisational Fit</b> Demonstrated technical experience in Rugby Union (Level 2 Coach+)  World Rugby Educator  Experience in a similar not-for-profit organisation in the sports industry	MANDATORY DESIRABLE DESIRABLE
<b>Management</b> Demonstrated ability to performance manage processes, people and tasks	MANDATORY
<b>Communication</b> Demonstrated ability to communicate for understanding: <ul style="list-style-type: none"><li>• relevance</li><li>• appropriate method/format (verbal, written, medium, etc.)</li><li>• concise</li><li>• feedback and clarification</li></ul>	MANDATORY
<b>Administrative</b> Proficiency in Information Technology platforms including: <ul style="list-style-type: none"><li>• Microsoft Office</li><li>• Web based competition management systems such as Rugby Xplorer</li><li>• Social media platforms</li><li>• Productivity and project management tools</li><li>• Website content management systems (CMS)</li></ul> Accomplishes tasks efficiently demonstrating and utilising: <ul style="list-style-type: none"><li>• attention to detail</li><li>• timelines</li><li>• goal based outcomes</li></ul> Demonstrated ability to manage data in Microsoft Excel using formulas and pivot tables	MANDATORY MANDATORY DESIRABLE
<b>Training</b> Demonstrated experience in providing adult training or education to support operational competence	DESIRABLE
<b>Qualifications</b> Tertiary qualifications in Sports Management or related field  Driver's Licence	DESIRABLE MANDATORY
<b>Logistics</b> The position will be located at a location designated by QRU  The position will require flexible hours, including weekends  The position will undertake travel as required	MANDATORY MANDATORY MANDATORY

QUEENSLAND  
RUGBY

Quality | Respect | Unity