



## General Manager Operations (Sydney HQ)

*Do you love sport, leisure or recreation? Are you an exceptional people leader ready to drive best practice operational capability and culture in an organisation dedicated to using data and tech to shape more active, healthy communities around the globe? Then read on.*

### The Company

We are ActiveXchange, a multi award-winning, passionate and rapidly expanding data technology company headquartered in Sydney with offices in the UK and Canada. We support a wide range of external customers as they use data intelligence to make evidence based decisions to grow active and healthy lives of communities all over the globe.

### The Role

- **Are you a genuine people leader who, passionate about culture and optimising operations building repetition and scalability?**
- **Do you excel in a fast paced environment and thrive in bringing calm to the pace?**
- **Do you have a knack for supporting businesses and leaders to reach their full potential?**
- **Do you have solid project management experience?**
- **Office in Sydney Olympic Park with flexible options supporting operations across the globe**

This is a newly created role to deliver high level support to our Group, working closely with the CEO and our Sydney HQ team to execute the 2022-2025 Regional Plans. You will assume a hands-on approach being primarily responsible for leading the HQ team to successfully navigate the challenges and opportunities ahead as we continue to develop and deliver products and services, increase our team, and grow and nurture our customer and partnership base.

Reporting to the CEO, this position will ensure our team is supported, guided and enabled, seeing you work closely with the CTO and other Heads of Department and specialist roles across Product, Tech, Sales, Customer Success and Administration. You will be responsible for ensuring the execution of the budget and critical strategic initiatives and business process improvements within the ActiveXchange team, leading the day-to-day operations including building and executing upon project timelines, providing task management and follow-up, and ensuring that cross-functional team hand-offs are smooth and seamless. This role is focused on the development and execution of best practices and processes and will be working closely with all levels of the organisation from interns through to our executive team.

You will provide project leadership, anticipate bottlenecks, mitigate project risks, quantify the impact of making tradeoffs, and balance business needs against technical constraints. Fundamental to your success will be amongst the complexity, your ability to lead, support and guide our business to deliver on operational business requirements whilst keeping a customer centric, people focused culture at heart.

To be successful in this role you will:

- Develop, implement, and maintain budgetary and resource allocation plans
- Ensure all day-to-day systems operate smoothly and align with our quality standards through collaboration with the Executive team
- Foster culture, team development and a commitment to our first value - our people



- Recruit, develop and manage a passionate team operating out of Sydney HQ driving global operations – achieve sales, profitability, market-share, and business-plan objectives
- Coordinate day-to-day project management and coordination of new and existing projects and initiatives ensuring prioritisation of tasks across the whole team and to the mutual benefit of all involved
- Outline risks and mitigation strategies to keep projects on track and work closely with cross-functional team members for hand-offs
- Continually assess team performance (including resourcing costs related to different types of outputs) and drive a set of data led processes to increase efficiencies and commercial returns.
- Ensure a 100% commitment from the entire team on customer service
- Work closely with the wider global team (potential travel 1-2 times a year for Group meetings)

#### Experience / Skills Required

1. Previous experience in/with sport, leisure or government is preferred
2. Proven ability to develop and achieve financial plans
3. Proven experience in a managerial role with high empathy and leadership skills
4. Hands-on experience with agile methodologies and proven leadership skills. Scrum Master, PMP or similar Lean/Agile certification is considered a strong asset.
5. Able to collect, analyze and present data sets to support project goals and initiatives
6. Ability to communicate effectively with both technical and non-technical individuals with excellent collaboration and delegation skills
7. Strong decision-making ability
8. Ability to motivate and lead employees, and hold them accountable
9. Strong working knowledge of operational procedures

#### Your personal character traits will include:

1. High attention to detail – enjoys the pursuit of excellence
2. Friendly, caring personality must be Genuine and Authentic - a true relationship builder whilst still being able to hit and exceed targets
3. Flexible and adaptable to changing situations - e.g. sometimes something won't go out on a certain date or content direction may change.
4. Excellent communication and presentation skills. Ability to persuade, lead, and confidently handle objections and resolve customer issues.
5. Self-motivation and the ability to work independently when required. Personal time management is critical when working to meet often tight deadlines.
6. No right answers to wrong questions – challenge the status quo!
7. Being a 'Team Player' – always puts the success of the group above individual success, able to work cross-functionally and cross-culturally within a distributed team
8. Is excited by and believes in the ActiveXchange Vision and Mission and wants to learn our value proposition

#### Salary Range

\$130K to \$150K plus super

#### Ready to Apply?

Apply via LinkedIn or reach out to James Ellender, CEO for a confidential chat. Applications close Friday 24th September however interviews with suitable candidates will commence on receipt of applications. **Contact us now as we will be interviewing candidates as they are screened.**

## A bit more about ActiveXchange

**Our purpose:** To shape a more informed, connected and therefore active community sport, leisure and recreation sector.

**Our goal:** To positively influence the active lives of over 10 million people across Australia and New Zealand and 100 million people globally by 2025.

[www.ActiveXchange.org](http://www.ActiveXchange.org)

ActiveXchange is a multi-award winning, passionate and rapidly expanding data technology company working across Australia, New Zealand and since February 2021, Canada, the US and EMEA. The company is also due to launch in Europe this year. The main technical services that sit behind our data intelligence platform and services are primarily managed from our Sydney Head Office (team of data scientists and software engineers) with regional input and coordination. This role will involve working closely with Sydney HQ while fostering and evolving ActiveXchange's presence in New Zealand.

Our core services include the integration, aggregation, processing and analysis of data on users and members (and their activity) of community fitness, aquatic and recreation venues and sports associations and clubs. We transform this into dynamic benchmarks, market insight solutions, and predictive modeling (including machine learning) in order to help our client to make smarter decisions faster to achieve participation, commercial and social impact returns.

Having been set up in Australia in 2018, our business intelligence platform and related data and technology products and services continue to develop rapidly, helping to connect community recreation venues, sports and government as part of a shared digital ecosystem. A global first!

The infographic is set against a purple background with a subtle circular pattern. At the top right is the ActiveXchange logo. It is divided into four main sections: VISION, MISSION, PRIORITIES, and VALUES. VISION, MISSION, and PRIORITIES are each in a dark purple box with white text. VALUES is in a larger, lighter purple box with white text.

**VISION**  
ActiveXchange's vision is to use data and technology to shape more active and healthy local communities.

**MISSION**  
Our mission is to positively influence the active lives of 100 million people by 2025

- 20 million APAC
- 15 million Canada
- 40 million USA
- 25 million UK

**PRIORITIES**  
In order of priority, we endeavor to meet the growth and development needs of our employees, our clients and strategic partners, and then our Exec team, Board and shareholders.

**VALUES**  
Our People come first and are our future; they have integrity, and securely transform data into insights. Together we:

- Embrace Technology** - harnessing the latest technology and business analytics to enhance partner outcomes. We do not accept this is the only way we do things.
- Innovate** - We are critical thinkers who innovate to change the game.
- Create High Impact** - We are meticulous, high performers who deliver high impact insights from multi-dimensional data.
- Collaborate** - Hand in glove with every one of our partners and the sector.
- Remain Independent** - We understand the privileged position ActiveXchange holds in the sector, for the sector.

Further details on ActiveXchange can be found at [www.ActiveXchange.org](http://www.ActiveXchange.org)