

## *THE GOOD CLUB GUIDE FOR A TEAM MANAGER*

### ROLE OF THE TEAM MANAGER

The Team Manager is a vital team member in an aquatics team. The Team Manager is the person with responsibility for the logistics, administration and coordination of teams to/from and during a competition or training event. A Team Manager generally is a central point of information and communication, and the expectation by all team members (including athletes' and coaches) is that you will be the person with this knowledge..... so be prepared! A Team Manager should report to the Head coach or chairperson within the club.

#### **DUTIES OF A TEAM MANAGER:**

- To provide a central point of contact/liaison point for communication on behalf of the team
- To attend pre-competition/camp briefings as required
- To arrange all team travel, travel itineraries and accommodation (where required)
- To provide information to athletes, coaches, parents/guardians as appropriate
- To undertake team selections (if appropriate and in consultation with others)

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- To ensure provision for athletes to arrive at appropriate time at venues
- To ensure athletes' are appropriately registered for their events in association with coaching staff
- To organise team kit (as appropriate)
- To prepare and submit results to press officer/media (as appropriate)
- To promote positive team spirit and behaviours
- To adopt the policies and principles of the ASA Child Protection policy
- To prepare post competition/event reports (as appropriate)

#### **COMMITMENT / TIME FOR THE ROLE**

Will vary depending upon the nature of the competition/event, but would involve planning and preparation in advance and then attendance at competition/event as appropriate. Additional time commitment may be required in preparing reports/evaluations post event.

### **SKILLS AND QUALITIES REQUIRED**

Well organised and efficient

Knowledge of the club and athletes (as appropriate)

Excellent communicator

Understanding and impartial

Ability to respect confidentiality

Ability to make decisions based upon the best interests of individuals and teams

Able to work on own initiative

### **TOOLS FOR THE ROLE**

The following are deemed to be essential items for a Team Manager to have in order to do their role:

Use of a computer and email address to produce letters, emails, reports, and to store and record information

Filing system to record all letters and correspondence

Notebooks for meetings and trips/events

Annual diary

Club headed stationery

Telephone with access to an answer phone facility

### **PLANNING AND PREPARATION FOR A TEAM MANAGER**

Without doubt, the key to being effective as a Team Manager is being prepared and having planned ahead for a competition or event. Areas that a Team Manager will need to have considered in advance of a competition / event are shown in the following checklist for Team Managers

### **A CHECKLIST FOR TEAM MANAGERS**

Tick when checked/ completed

Purpose of trip Competition/ training/ social / combination

Planning WhenWhere

Who

Risk assessments Communication with parents

Pick up times Destination and venue

Competition details

Kit and equipment list

Emergency procedures – home contacts

Remote supervision

Consent form

Code of conduct

Accommodation - What type

Catering – special diets, allergies, water provision

Suitability for group – accessibility

Room lists

Hosting or being hosted

Hosts vetted

Hosts aware of special requirements

Transport arrangements

Telephone contact

Transport Journey time and stopping points

Supervision

Suitability/ accessibility

Private cars: drivers checked, insurance, seatbelts

Supervision/ staffing Number of staff/ athletes

Who: male / female, specialists, carers

Responsibilities

Emergency Procedures First aid

Specific medical details/medications

Reporting procedures

Insurance Liability – accident

Costs For the trip

Payment schedule – deposit, stages payments

Extra meals

Arrival Check – rooms, meal times, phones, valuables

Check venue

Collect in money – valuables – passports

Information on medications

Arrange group meeting(s)

Timetables for everyone

Confirm procedures with staff

Confirm athletes know how to contact Team

Manager

Rules, codes of conduct, Safe sport away cards

Other

### **FURTHER TRAINING AND DEVELOPMENT FOR TEAM MANAGERS**

The ASA has produced comprehensive resources and workshops for Team Managers, covering both local competitions and travel abroad. After working through the ASA Good Club Guides, should you feel that you would benefit from further training about being a Team Manager please visit: [www.britishswimming.org](http://www.britishswimming.org)

### **TOP TIPS FOR BEING AN EFFECTIVE TEAM MANAGER**

The skills required to be an effective Team Manager are mainly around the ability to be flexible, remain calm at all times, and most of all is people-friendly.

Here's what Craig Hunter, an experienced Swimming and GB Olympic Team Manager gave as his top tips for being an effective Team Manager:

*1. Welfare is the number one priority for a Team Manager.*

As a Team Manager, you need to know where your athletes are, all of the time, and ensure you are familiar with the ASA policies on child protection.

*2. Keep a diary to record incidents.*

*No matter how small an issue arises, keep a personal diary of the occurrence, and keep this diary for a year after the event. From experience, it helps if anyone then questions something after the event, and you have a reference that you have written to refer to*

### *3. Integration of able-bodied and disability athletes.*

This is a critical point to ensure throughout an event. Your role as team manager is to encourage integration wherever possible, from transportation, through to meal times and accommodation. Where possible, ensure teams travel together, sit together for meals, and are located within the same Accommodation blocks/floors (where appropriate)

### *4. Know the doping procedures for the sport.*

Should an athlete be required for a doping test, it re-assures any athlete to know that you are familiar with the protocol and processes involved. Information is available on the British Swimming website to assist.

### *5. Establish protocols with the team.*

This is part of agreeing behaviours and standards. To ensure well-being and respect between athletes and the team, establish and agree protocols on Codes of conduct, use of mobile phones, quiet time, lights out etc. Agreeing these with the team allows the athletes and team members to take ownership of these decisions, as they contributed to the decision too!

### *6. Try to speak to every athlete.*

This will be easier with a small team, and more challenging with a larger team, but try and ensure you have a conversation with each athlete at least once a day. This may be as you are welcoming athletes arriving to the bus to travel to an event, or during meal times at a overnight competition. As a team manager with responsibility for the welfare of athletes, it helps in having an Awareness of the athletes. Encourage a "buddy" system amongst the athletes, where athletes look out for, and support another athlete too.

### *7. Be prepared for anything*

Ensure you are aware of any athlete's birthdays whilst you are away or at an event and plan accordingly with team birthday cards, cakes etc. Also be prepared for what you would do in the circumstance of news of deaths, illness of a family member back home, an athlete forgetting to bring medication, home sickness, exam results etc. The more you plan and pre-empt how you may deal with these situations, the better prepared you will be should an event happen

### *8. Know the technical laws of the sport.*

Similar to doping procedures, should an athlete or member of team staff wish to make a protest, or if an issue arises at an event, it provides re-assurance to the team, and confidence to the Team Manager in being familiar with the laws and processes to follow at an event.

### *9. Maintain a sense of humor!*

A Team Manager is called upon for a number of tasks, ranging from being a travel agent, administrator, medical advisor and disciplinarian. Athletes and team staff may make high demands on your time. Remember to always keep

calm, level-headed, and see the funny side to things at all times! *10. Team management is like a jigsaw.* Fitting all the above pieces together in a jigsaw is the key to successful team management. Learn from any mistakes, learn from others who have been a Team Manager and most importantly, enjoy the experience!