

(TSS – Team Support System (Football))

Roles & Responsibilities of a Team Manager

A Comprehensive Guide for Effective Team Management

Introduction

A Team Manager serves as the linchpin between players, coaches, club administrators, parents, and officials, ensuring the smooth operation of all team activities both on and off the field

1. Oversight of the TSS Model

A primary responsibility of the Team Manager is to oversee the Team Support System (TSS) Model within the club structure. This involves understanding the model's framework, coordinating its implementation, and ensuring all stakeholders adhere to its principles. The manager's oversight guarantees consistency in training, player welfare, and club policy enforcement.

2. Communication & Meetings

2.1. Holding Meetings and Running Workshops

Team Managers are responsible for organizing regular meetings and workshops. These sessions serve multiple purposes:

- Disseminating vital information about club policies, core values, and seasonal objectives.
- Explaining critical concepts such as “155,” ensuring all team members are informed and aligned.
- Facilitating open discussion about any concerns or suggestions from players, parents, or coaches.
- Running workshops on topics like sportsmanship, safety, and club-specific policies (e.g., no smoking near children).

2.2. Liaison with Club Administrators

Maintaining strong communication lines with club administrators is crucial. The Team Manager acts as the point of contact, relaying information between the club's executive body and team members. This includes scheduling, policy updates, and ensuring compliance with league and club regulations.

3. Assigning and Managing Roles

A successful team operates with clear roles and responsibilities. The Team Manager:

- Assigns individuals to specific roles (e.g., equipment manager, parent helper, first aid officer).
- Creates a comprehensive roster, taking into account the possibility of job-sharing roles to accommodate volunteers' schedules.
- Ensures all roles are understood and that those assigned have access to necessary resources and support.

This approach fosters teamwork and ensures that every aspect of the team's operation is covered.

4. Acting as a Backup

Team Managers must be prepared to step in as a backup when any team member or volunteer is unavailable. This flexibility ensures the team continues to run smoothly, regardless of unforeseen absences.

5. Record Keeping & Administration

Accurate record keeping is essential for both regulatory compliance and efficient team management. The Team Manager is responsible for:

- Maintaining up-to-date records for every child, including contact information, medical details, and emergency contacts.
- Tracking player fees, ensuring timely collection and communication regarding payment status.
- Overseeing Football Victoria (FV) registrations, verifying that all players are properly registered before participating in matches.
- Managing Player ID cards and ensuring they are available for verification at matches.

- Maintaining and updating Match Books, recording game results, player attendance, and any incidents.

6. Game Day Responsibilities

6.1. Set Up and Pack Up

During the season, Team Managers are expected to coordinate game day logistics. Those rostered as the “First Game” or “Last Game” team are particularly responsible for:

- Assisting with field setup prior to the first game, including goals, flags, benches, and technical areas.
- Ensuring all necessary equipment is present and in working order.
- Overseeing the pack-up process after the last game, ensuring all items are returned and stored properly.

This ensures a smooth transition between games and helps maintain the field and equipment.

6.2. Referee Liaison and Payment

After each game, the Team Manager must pay the referee’s fees promptly. This requires coordination with club administrators to ensure funds are available and records are kept for accounting purposes.

7. Conflict Resolution & Escalation

Handling disputes is an inevitable part of team management. The Team Manager is the first point of contact when conflicts arise among players, parents, or between teams.

Responsibilities include:

- Listening objectively to all parties involved.
- Attempting to resolve disputes amicably and fairly in the first instance.
- Escalating complex or unresolved cases to club administrators or the committee as per the escalation protocol.
- Documenting the dispute and actions taken for future reference.

8. Upholding Club Policies & Core Values

Team Managers play a central role in promoting and enforcing club policies and values.

This includes:

- Organizing and leading meetings or workshops that reinforce club values, such as respect, integrity, teamwork, and inclusion.
- Ensuring compliance with specific club policies, such as the Oakleigh Cannons' "Spirit of the Games" policy which prohibits smoking near children.
- Encouraging positive behavior and sportsmanship among players, parents, and supporters.

By fostering a culture of respect and inclusion, the Team Manager helps build a positive environment for all.

9. Child Safety and Duty of Care

The safety and wellbeing of children is paramount. The Team Manager must:

- Ensure all club activities comply with child safety standards and legal requirements.
- Promote a safe, supportive environment where children are protected from harm, both physical and emotional.
- Monitor adult behavior around children, including enforcing policies like "no smoking near children."

10. Additional Responsibilities

Depending on the club and level of competition, Team Managers may also be responsible for:

- Coordinating team transport, accommodation for away games, or tournaments.
- Managing club equipment and uniforms.
- Liaising with external organizations such as leagues, referees' associations, or other clubs.
- Communicating regularly with parents to keep them informed about schedules, events, and any changes.

Conclusion

The role of Team Manager is vital to the success and cohesion of any sports team. By embracing these responsibilities and maintaining diligent organization, clear communication, and a commitment to the club's values, Team Managers help foster a positive, inclusive, and high-performing team environment. Their leadership ensures that both players and their families can enjoy the season with clarity, support, and enthusiasm.