

Role Description

Chief Operating Officer

Organisation	Greyhound Racing NSW
Division/Branch/Unit	Operations
Location	Head Office
Employment Type	Permanent Full-Time
Date of Approval of RD	April 2025
Reporting Line:	Chief Executive Officer
Team:	Executive Leadership Team
Budget Responsibilities	GRNSW Operations

Primary Purpose of the Role

The Chief Operating Officer (COO) facilitates and leads the execution of the operational strategy and direction against GRNSW Strategy Plan.

Ensure excellence in delivery, whilst factoring agile movements as needed in responding to industry activity.

Effectively partners, adopts, and/or develops sound people practices and metrics to deliver against the GRNSW Strategic Plan through a skilled, values-based, and engaged workforce.

As an Executive leader of the organisation, the COO manages the critical balance between external and internal stakeholder needs. Proactively engages external stakeholders to increase industry consultation, models and advocates greyhound racing's integrity and long-term viability, along with ensuring an internal workforce design and capability that is inspired to drive efficiency, performance and excellence in practice.

The COO messages the tone and pace of the organisation behaviours, leading with a strong commercial verve and people focus that is consistent with the values of integrity, collaboration, accountability, respect, and excellence for the growth and stability of Greyhound Racing.

KEY RESPONSIBILITIES

Department Scope

- Business Development
- Business Excellence
- Wagering
- Sponsorships
- Major Projects
- Comms, Marketing & Media
- Track Upgrades & New Builds
- Minimum Track Standards
- Stakeholder engagement
- Business Reporting
- Project Management
- Operational Excellence

Strategy and Planning

- Working with the Chief Executive Officer and Executive Team to consult, champion, and execute against the strategic direction for greyhound racing in NSW.
- Ensures the Senior Leadership Team are engaged in the strategic planning processes.
- Post development and engagement of the strategic planning process, ensure plans and budgets support the short and long-term strategy and vision of GRNSW.
- Provide strategic direction including development and implementation of vision, plans, policies and financial management strategies to support the growth of the organisation and the national movement.
- Develop and implement processes to establish measurable accountabilities.

Resource Management and Financial Accountability

- Responsible for the management of the financial performance of GRNSW.
- Ensure the effective management of resources, budget and assets, projects and staffing to maximise achievement of goals and desired levels of performance.
- Ensure the effective operations and cost-effective use of the organisation's resources.

Internal Stakeholder Engagement - People Leadership and Culture

- Supports the tone and cultural pace of the organisation the Chief Executive Officer has set, casting a strong leadership shadow that is consistent in messaging and behaviours that builds a proactive, values-based culture of integrity, collaboration, accountability, respect, and excellence.
- Engenders a cohesive and high-performing team that collectively and effectively executes strategic objectives through their teams.
- Establishes safeguards to ensure a respectful and safe working environment.
- Ensures KPI's across the workforce at all levels are specific, measurable, achievable, realistic, timely.

External Stakeholder Engagement

- Steadfast, resilient, amiable and agile disposition through reputational experiences and scrutiny.
- Builds stakeholder confidence through professional practices that can be audited and tested with expected sound results.
- Innovative in industry opportunity and advancing practices.
- Intentional community engagement activities that foster collaboration in industry growth and sustainability.
- Engage with and deliver positive social outcomes in partnership with the state government and regional governments at multiple levels;
- Positively build the brand of GRNSW and deliver strong commercial outcomes with media partners and commercial sponsors; and manage through complex external public relations issues.
- Proactively support the CEO with relation to government the key strategic policies of GRNSW and identify opportunities to forward the goals of the organisation.
- Initiates, nurture and enhance relations with all stakeholders including potential and existing major sponsors and partners, and other industry stakeholders.
- Identify and develop opportunities to proactively promote and build the reputation of greyhound racing, including extra-jurisdictionally.
- Develop extensive stakeholder awareness of the industry and its needs, through specific marketing and awareness campaigns supported by both mainstream and regional media.

Operational Excellence, Environment, Governance, Sustainability and Risk Management

- Apply an Environment, Social and Governance lens to assess the organisations management of risks and opportunities created by changing conditions, such as shifts in environmental, economic, and social systems. Ensuring appropriate responses adopted for the industry.
- Ensure statutory Operating License compliance.
- Implement best practice business and governance processes to ensure accountability and reduce organisational risk.

- Support the CEO in fulfilling its governance function by providing authoritative and expert advice on matters including strategic direction, policy, financial management, organisational performance and growth.
- Ensure GRNSW complies with legal and accounting requirements and that all activities comply with ethical standards and relevant legislation and guidelines.
- Facilitate the development of plans that continuously improve the capacity and capability of the organisation.
- Ensure appropriate risk mechanisms are in place and reviewed on a continuing basis.
- Ensure continuous improvement processes in planning and delivery of services.
- Devise and implement new systems and protocols that maximise the utilisation of resources and increase the opportunities of members to participate in the work of “growing the industry”.

Leadership Capability - Executive Leadership Expected Behaviours in practice

INTEGRITY IN PRACTICE

- Demonstrates a consistent and uncompromising commitment to the highest personal, professional, and ethical standards.
- Operates with professionalism at all times, is resilient and acts as a stabilising influence by managing emotions and responses.
- Governed by honesty and transparency.
- Leads with a strong resolve and effectively navigates times of change.

COLLABORATION IN PRACTICE

- Quickly establishes credibility, engagement, and partnerships with a broad range of people and Industry.
- Effectively communicates highly complex issues to a wide range of internal and external audiences with articulation and professionalism.
- Builds a collaborative culture by seeking to understand, provides relevant and purposeful feedback.
- Reflects and responds to feedback in a consultative and considered approach.

ACCOUNTABLE IN PRACTICE

- Understanding and willingness to be held to account for decisions, performance, emotions, behaviours, and attitudes that influence and/or impact others.
- The commitment to actions and behaviours which respects the obligation to manage finances and resources responsibly and with the highest standards of probity.
- Accountability to positively respond to change or opportunity, demonstrates tolerance, and flexibility.

RESPECT IN PRACTICE

- Respectfully participate in a variety of strategies to provide, receive, and contribute to information exchanges with a variety of people to affect a positive outcome.
- The ability to respect difference, adjust behaviour and communication style, and consider others' views.
- To eliminate bullying and harassment, that all employees feel safe, and respected in their roles.

EXCELLENCE IN PRACTICE

- Driven to ensure quality service delivering in every role at every level.
- Actively engages in creative and curious thinking of potential opportunities and continuous improvement.
- Motivated to critique current practices with a critical lens for the purposes of seeking innovative improvements and or solutions that have a positive and sustainable impact.
- Reviews and removes barriers where ever possible that stagnate improvements.

Key Relationships

Internal	External
<ul style="list-style-type: none">• GRNSW Executive and Senior Leadership Teams• All GRNSW Staff	<ul style="list-style-type: none">• Board and relevant subcommittees• NSW Minister for Racing• NSW Office of Racing• State Greyhound Racing Clubs and Industry Associations• Volunteer network• Wagering Service Providers• Racing clubs• Participants and racing industry• Vendors

Skills and Experience

- Cultural agreement and an affable “relatability” factor.
- A genuine interest in and understanding of the work of the greyhound industry and alignment of values and ethics.
- A thorough understanding of the wagering sector.
- Personal integrity that is patent and genuine with an impeccable track record.
- Strong track record in senior leadership positions.
- A real commitment to racing safety and animal welfare and driving continuous improvement.
- Genuinely comfortable talking and interacting with people at all levels – from track to boardrooms to government
- An ability to operate in a complex legal and regulatory environment.
- Possess a thick skin for criticism from anti-greyhound racing activists, and a demonstrated ability to handle a crisis “on the run”
- A capacity to deal confidently with the media. An intimate knowledge and understanding of how media agendas rise and fall as well as a track record in sustaining an authentic position through long term and intense public scrutiny.
- Outstanding government and other stakeholder and relationship management skills and an ability to optimise high level and key relationships across extensive networks and contacts
- People oriented, energetic and dynamic with an enabling, consultative and empowering style with a track record in developing high-performing teams.
- Demonstrated ability to deliver significant growth via the development and implementation of transformational business strategy.
- Significant experience leading large and diverse teams.
- Demonstrated initiative, flexibility and a collaborative business approach.
- Demonstrated high level networking, presentation, clear articulation in communication and influencing skills.
- Appropriate tertiary qualifications and / or relevant equivalent experience.