

TBNZ TEAM MANAGERS HANDBOOK

2026 Edition

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Prepared for: National Team Managers

Tenpin Bowling New Zealand

Introduction

The TBNZ Team Managers Handbook provides guidance for individuals appointed to manage national teams representing Tenpin Bowling New Zealand (TBNZ). It supports both new and experienced managers by outlining expectations, responsibilities, and best-practice procedures.

Team Managers play a critical role in ensuring athletes and officials are supported, informed, and able to perform at their best. This handbook should be used as a reference document and updated regularly. Suggestions for improvement are welcomed and may be submitted to TBNZ.

1. Role of the Team Manager

The Team Manager is responsible for creating an environment that supports athlete performance, team cohesion, and organisational professionalism. The role may include acting as:

- Planner
- Organiser
- Administrator
- Co-ordinator
- Leader
- Negotiator
- Communicator
- Liaison Officer
- Financial Manager
- First Aider (non-medical)
- Health & Safety Co-ordinator
- Motivator
- Guardian of the Code of Conduct
- Ambassador for TBNZ

Managers are expected to draw on their experience, exercise sound judgement, and uphold TBNZ values at all times.

2. Core Responsibilities

Team Managers must:

- Act in the best interests of all team members.
- Conduct themselves professionally and represent TBNZ positively.
- Comply with the TBNZ Code of Ethics, Member Protection Policy, and Social Media Policy.
- Fulfil duty-of-care obligations, particularly during overseas travel.
- Manage the team from appointment through to formal discharge.
- Ensure all team members understand event rules, expectations, and schedules.
- Maintain team harmony and address issues promptly.
- Provide a post-event report to TBNZ.

3. Working Relationships

3.1 Working with the Coach

A strong Manager–Coach partnership is essential. Both should:

- Clarify roles and responsibilities early.
- Maintain open, regular communication.
- Share information relevant to athlete wellbeing and performance.
- Respect each other’s expertise and decision-making authority.

3.2 Working with Athletes

Managers should:

- Provide clear, concise information.
- Reinforce behavioural expectations and the Code of Conduct.
- Ensure consistent messaging.
- Listen actively and treat individuals with respect.
- Support athlete wellbeing and maintain a performer-centred approach.

3.3 Working with Parents/Guardians (Junior/Youth Teams)

Managers must:

- Communicate clearly and professionally.
- Provide timely updates on schedules, travel, and welfare.
- Reinforce appropriate boundaries and communication channels.
- Set expectations of the duties of the coach and manager.

4. Operational Management

4.1 Financial Management

The Team Manager oversees all financial matters, ensuring transparency, accuracy, and timely communication.

4.2 Budget Preparation and Oversight

- Prepare a detailed team budget.
- Submit the budget to TBNZ for approval where required.
- Monitor expenditure throughout the campaign.
- Maintain accurate financial records.

4.3 Collection of Payments

- Communicate payment schedules.
- Ensure payments are collected in full and on time.
- Follow up on outstanding payments.
- Maintain clear payment records.

4.4 Payments and Disbursements

- Arrange payment for approved expenses.
- Ensure all disbursements have receipts or invoices.
- Manage petty cash (if applicable).

- Ensure funds are used solely for approved purposes.

4.5 Financial Reporting

- Provide TBNZ with a final financial summary.
- Reconcile all expenses and return unused funds.
- Submit all receipts and supporting documentation.

4.6 Travel & Logistics

Managers are responsible for:

- Coordinating travel arrangements and team movements.
- Ensuring all athletes have required documentation.
- Managing luggage collection and transport.
- Confirming registered travel plans (where required).

4.7 Accommodation

Managers must:

- Allocate rooms in consultation with the Coach.
- Consider team dynamics and safeguarding requirements.
- Ensure athletes understand accommodation rules.

4.8 Daily Operations

Includes:

- Distributing schedules, updates, and results.
- Organising team meetings.
- Managing uniform laundry and equipment needs.
- Ensuring attendance at official functions, training, and briefings.

5. Health, Safety & Wellbeing

5.1 Nutrition

Managers should ensure:

- Athletes have access to nutritious meals.
- Meal planning aligns with training and competition demands.
- Food safety considerations are followed, especially overseas.

5.2 Hydration

Managers must encourage:

- Regular fluid intake.
- Awareness of environmental factors.
- Use of safe drinking water sources internationally.

5.3 Injury Management

Managers should:

- Encourage proper warm-up and safe technique.
- Apply basic first-aid principles (RICED).
- Refer athletes to qualified professionals.

5.4 Local Safety

Managers must identify:

- Local emergency services.
- Safe areas, cultural expectations, and customs.
- Alternative travel routes and communication options.

6. Event Management

Managers are responsible for:

- Liaising with event organisers and officials.
 - Completing all tournament documentation by the required due date.
 - Attend any meeting during the tournament.
 - Ensuring compliance with event rules.
 - Managing incidents and disciplinary matters.
 - Supporting team harmony.
 - Assisting with photography and media requirements.
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7. Communication & Reporting

Managers must:

- Maintain clear, transparent communication.
 - Provide timely updates to athletes, coaches, and TBNZ.
 - Keep accurate records of schedules, incidents, and decisions.
 - Submit a comprehensive post-event report.
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8. Appendices

Appendix 1 – Documentation Checklist

Documents Required (PDF and/or Print):

- Medical bios
- Summary of key information
- Anaphylaxis/asthma plans
- Medication supply confirmation

- Emergency services information
- Athlete resumes & photographs
- Contact details & next-of-kin
- Signed Athlete Agreements
- Travel insurance summary
- TBNZ policies
- Travel itineraries
- Airline ticketing
- Travel registration confirmation
- Embassy/Consulate details
- Event entry forms
- Passport information pages
- Event rules and regulations
- Sponsorship agreements
- Event bulletins
- Ball information sheets
- Incident report forms
- Hotel business cards
- Junior safety cards

Appendix 2 – Assets Checklist

Compulsory:

- New Zealand Flags
- National Anthem
- TBNZ-provided first aid kit
- Access to hotel business centre
- Secure passport storage (junior/youth teams)

Appendix 3 – Team Manager Agreement Form

I, _____, confirm that I have read and agree to comply with the TBNZ Team Managers Handbook and all relevant TBNZ policies.

Date: _____

Signature: _____