



# Position Description

**POSITION TITLE:** Technical Administration Assistant

**DEPARTMENT:** Operations

**REPORTS TO:** Business Operations Manager

**DIRECT REPORTS:** Nil

**LOCATION:** NSW Touch Association, Canterbury Velodrome, Bayview Avenue Earlwood

**PRIMARY OBJECTIVE:** The position of Technical Administration Assistant is responsible for assisting in the day to day administration of the New South Wales Touch Association State Office with a particular focus in the area of Accreditation Courses. It will provide a high level of support in the Technical, area to the Business Operations Manager. Furthermore, they will play a role in assisting the regions/affiliates with administration requirements of accreditation courses. The position has a focus towards an important role in increasing the quality of administration of the sport. The Technical Administration Assistant will be the first point of call for Regions/Affiliates to assist them with pre and post course administration requirements and will have involvement from grass root to elite level.

Key Result Area	Major Activities
<b>1. Roles &amp; Responsibilities</b>	<ol style="list-style-type: none"><li><b>1. Affiliates:</b><ol style="list-style-type: none"><li>a. Handle affiliate technical course enquiries.</li><li>b. Assist to develop, produce and distribute appropriate resource materials.</li></ol></li><li><b>2. Regions:</b> In conjunction with the Business Operations Manager;<ol style="list-style-type: none"><li>a. Handle Regional technical course enquiries.</li><li>b. Assist Regional Technical Directors in pre and post course administration and follow up;</li><li>c. Assist the Regions and affiliates in adopting best practice for the accreditation course delivery;</li><li>d. Work with the Business Operations Manager to assist the administration of the Technical Accreditation Courses.</li></ol></li><li><b>3. Financial</b><ol style="list-style-type: none"><li>a. Under the direction of the Business Operations Manager and in conjunction with the Finance Officer assist if required with input and control of payment receipting;</li><li>b. Administer the NSWTA Technical materials stock control system;</li><li>c. Provide the Finance Officer at completion of the course any invoices to be paid;</li><li>d. Provide the Finance Officer at completion of the course any Course Presenters claims to be paid;</li></ol></li><li><b>4. Technical:</b> In conjunction with the Regions, Affiliated Associations, Business Operations Manager and Sport Manager,</li></ol>





	<ul style="list-style-type: none"> <li>a. Administer the FTEM coaching paperwork and certification process;</li> <li>b. Administer the FTEM refereeing paperwork and certification process;</li> <li>c. Administer the Level 1 and 2 selecting paperwork and certification process;</li> <li>d. Liaise with Course presenters pre and post course in relation to ensure all elements and materials have been supplied or returned;</li> <li>e. Provide the Course presenter with up to date participant list prior to course;</li> <li>f. Liaise with Course presenter post course for all paperwork to be completed and returned in a timely manner;</li> <li>g. Manage the New South Wales Touch Association Technical database of accredited coaches, referees and selectors;</li> <li>h. Assist to manage Technical initiatives under the Coaching, Selecting and Refereeing courses for and on behalf of New South Wales Touch Association.</li> <li>i. Liaise with Touch Football Australia to confirm Course Presenter/Facilitator qualifications.</li> <li>j. Liaise with Touch Football Australia to ascertain Technical Course number.</li> <li>k. Provide monthly statistical information to Touch Football Australia, Business Operations Manager and the Development Programs Coordinator</li> </ul>
<b>2. Building and maintaining key relationships</b>	<ul style="list-style-type: none"> <li>a. Partner and collaborate with peers to leverage existing programs and present an integrated approach, profile and brand.</li> <li>b. Build rapport with existing connections to maintain networks internally and externally.</li> <li>c. Liaise with key stakeholders to facilitate their engagement and compliance activities.</li> </ul>
<b>3. Representative</b>	<ul style="list-style-type: none"> <li>a. Represent the NSWTA at all times internally and externally to promote a positive profile, brand awareness and perception of Touch Football within the community.</li> </ul>
<b>4. General Manager and Business Operations Manager</b>	<ul style="list-style-type: none"> <li>a. Assist to organise all meetings/seminars as directed by the General Manager/Business Operations Manager;</li> <li>b. Organise catering for all meetings/seminars as directed by the General Manager/Business Operations Manager;</li> <li>c. Organise all travel as directed by the General Manager/Business Operations Manager;</li> <li>d. Attend to the needs of Board Members as directed by the General Manager/Business Operations Manager;</li> <li>e. As required by the General Manager, provide secretarial support.</li> </ul>
<b>5. General Duties</b>	<ul style="list-style-type: none"> <li>a. Maintain the NSWTA Technical filing system;</li> <li>b. Assist with the preparation of meetings and seminars;</li> <li>c. Assist manage the NSWTA Archive Register and filing.</li> <li>d. As required by the Business Operations Manager, provide support to staff if required;</li> <li>e. Attend to mail as directed by the Business Operations Manager;</li> <li>f. Answer general email enquiries or refer to the appropriate staff member;</li> <li>g. Any other duties as required by the Business Operations Manager and or the General Manager.</li> </ul>



Key Challenges		Key Decision-Making Authority	
Managing relationships with Affiliates, Regions and Educational Institutions.		Nil	
Managing relationships with stakeholders in delivering of accreditation		<b>Position Dimensions</b> <ul style="list-style-type: none"> <li>• Expenditure: NIL</li> <li>• Staff Reporting Directly: NIL</li> <li>• Staff Reporting Indirectly: NIL</li> </ul>	
Key Communications			
Internal		External	
NSWTA Board NSWTA Technical Panels NSWTA Staff NSWTA Technical Course Presenters		NSWTA Affiliates and Regions Touch Football Australia Education Providers; Schools, Universities etc Facilities/Venue Management	

#### Qualifications/Desirable Skills

- Experience in program development and project, people and budgetary management
- Proven ability to effectively operate within a team environment to achieve project outcomes;
- Sound administration background with computer skills including Microsoft Office
- Experience in logistics and data management
- Communication skills to network and build effective relationships with all stakeholders
- Excellent organisational and administrative skills.
- Demonstrated ability to negotiate, consult and advise on aspects of operations within a sport related sphere;
- Demonstrated ability to plan and manage projects within budget and time constraints;
- Demonstrated ability to manage stakeholders;
- Driver's license



### Employment Conditions

- Remuneration will be \$22.04 per hour (Sporting Organisation Award- Clerical and Administrative Grade 3 .
- Employer’s contributions to Superannuation.
- 4 weeks annual leave.
- Hours of work – Flexible. 9am to 4.30pm 3 days per week or 10.30 to 2.30pm 5 days per week

### Work Health and Safety

Take reasonable care for the health and safety of yourself and all employees’ while at work. knowledge and understand NSWTA OHS policy and processes in the workplace at all times.

Competency and Definition	Level	Behavioral Indicators
Decision Making: Makes timely decisions, takes bold, decisive action or makes commitments, despite risks, conflict or uncertainty, after considering available courses of action and the needs and values of others.	Proficient	<ul style="list-style-type: none"> <li>• Supports others by providing timely and accurate information in the decision-making process</li> <li>• Endeavors to understand the rationale behind decisions taken</li> <li>• Is able to explain the rationale of own decisions to others</li> <li>• Does not make assumptions without first trying to understand the facts</li> <li>• Fully understands policies and procedures related to decision making</li> <li>• Becoming aware of the decision-making points and processes, knows when to push a decision</li> </ul>
Planning & Management: Establishes plans of action, including risk mitigation and communication strategies, to effectively ensure achievement of results/project objectives. Demonstrates strong communication and organisational skills, and a commitment to corporate governance to balance conflicting priorities and manage resources.	Proficient	<ul style="list-style-type: none"> <li>• Partners with others of diverse perspectives to deliver a significantly better result/outcomes; does not work in isolation; shares ideas and keeps others up to date</li> <li>• Understands impact of own work or behavior on colleagues /other areas of the organisation</li> <li>• Helps peers accomplish their commitments when own work is done</li> <li>• Takes initiative to discuss controversial issues with internal and external leaders</li> <li>• Builds productive and co-operative team working relationships with colleagues</li> <li>• Encourages and actively seeks the views of others on ways to approach tasks / resolve problems; respects views that are different from own</li> <li>• Regularly seeks feedback on performance; accepts feedback on own performance</li> </ul>
Resources & Budget Management: Monitors and tracks budget planning and forecasting information, ensuring consistent practice across NSWTA.	Proficient	<ul style="list-style-type: none"> <li>• Demonstrates an understanding of the importance of planning/organising key NSWTA activities and the role corporate governance plays</li> <li>• Utilises effective record/project management systems to document and record information</li> <li>• Takes responsibility for prioritizing and completing assigned tasks</li> </ul>



		<ul style="list-style-type: none"> <li>• Works towards achieving agreed deadlines/outcomes, seeking support from colleagues in advance where necessary</li> <li>• Manages own time effectively</li> </ul>
<p><b>Communication:</b> Effectively communicates to promote understanding and support informed debate with internal colleagues and external stakeholders. Structures the message to suit the audience and situation.</p>	Proficient	<ul style="list-style-type: none"> <li>• Conveys complex information in a clear, effective and structured manner</li> <li>• Recognizes non-verbal cues; probes and asks questions to draw out others' unexpressed needs</li> <li>• Determines appropriate internal and external audiences and defines the appropriate channels for communication</li> <li>• Identifies audience needs and structures messages appropriately, confidently presenting to a wide variety of audiences</li> <li>• Adapts and improves existing communication practices</li> </ul>
<p><b>Relationship Building / Networking:</b> Establishes rapport with people easily, developing and maintaining a network of contacts who can provide information, help and access to others.</p>	Proficient	<ul style="list-style-type: none"> <li>• Ensures that NSWTA understands and is responsive to the needs, concerns and perspectives of key stakeholder groups (e.g. Affiliates/Regions, Members, general public)</li> <li>• Uses different behaviors as necessary to achieve desired outcomes</li> <li>• Works to understand where key players stand on particular issues</li> <li>• Takes action to improve the relationships between others, especially key individuals, to enhance effective working relationships needed to achieve smooth interdepartmental work flow and accomplishment of desired business outcomes</li> <li>• Identifies key players whose support will be needed to get ideas/projects approved and implemented effectively</li> </ul>
<p><b>Initiative &amp; Ownership:</b> Effectively leads oneself and others in order to inspire sustained, superior performance. Displays confidence and professionalism in undertaking tasks. Is motivated to develop new skills.</p>	Developing	<ul style="list-style-type: none"> <li>• Anticipates situational needs and takes appropriate action</li> <li>• Promotes a climate of continuous learning; supports others to draw out and share learning points from their experiences</li> <li>• Understands and adjusts project/work tasks relative to team member talents, to address project challenges and support individual development</li> <li>• Reviews performance of others and modifies task allocation, resources and supervision accordingly</li> <li>• Supports others to identify and understand their skill gaps and identifies actions to improve performance</li> <li>• Identifies and manages behaviors/actions which are at odds with or which exemplify professional conduct, escalates as necessary</li> </ul>
<p><b>Creativity &amp; Adaptability:</b> Identifies the need for change and develops new ideas and solutions. Encourages and supports innovation</p>	Proficient	<ul style="list-style-type: none"> <li>• Actively looks to improve processes and work without compromising quality</li> <li>• Challenges traditional thinking; willing to take risks and explore ideas</li> </ul>



<p>and gains the commitment of others. Reacts positively and with enthusiasm to change and improvement.</p>		<ul style="list-style-type: none"> <li>• Supports and encourages the generation of new ideas from others</li> <li>• Provides the enthusiasm and drive to identify and exploit change opportunities as new and innovative ways to meet stakeholder needs</li> <li>• Actively supports how others adapt to change; able to explain and support rationale behind change</li> </ul>
<p><b>Collaboration &amp; Teamwork:</b> Willingly cooperates and works collaboratively with internal colleagues and external stakeholders in order to accomplish organisational / team / project objectives. Creates an environment where colleagues can learn from one another and add value to the work of others in a respectful way.</p>	<p>Developing</p>	<ul style="list-style-type: none"> <li>• Demonstrates awareness of how own role impacts the functioning of NSWTA colleagues.</li> <li>• Recognises how the role and functioning of own area of work relates to that of NSWTA colleagues and the NSWTA as an organisations</li> <li>• Seeks to build constructive relationships with NSWTA colleagues across the organisation</li> <li>• Shows an understanding of the importance of collaboration to the work of the NSWTA</li> <li>• Works constructively and supportively as a team member</li> </ul>
<p><b>Analytical Thinking:</b> Builds a logical approach to systematically address problems or opportunities. Uses own knowledge and experience base but also draws on additional references and resources to test outcomes and/or supplement own knowledge.</p>	<p>Proficient</p>	<ul style="list-style-type: none"> <li>• Anticipates potential obstacles and develops contingency plans to mitigate/overcome them</li> <li>• Employs evidence driven approaches to reach decisions which impact team/organisation</li> <li>• Applies a variety of analytical techniques to understand and solve problems; analyzing links between multiple parts of a problem or situation</li> <li>• Identifies and understands the interrelationships between data, information and/or external environmental factors</li> <li>• Actively seeks input from internal colleagues/ key external stakeholders who have differing views on issues, to inform thinking and increase individual knowledge</li> </ul>

**Applications: Must include a one page cover letter, CV of not more than two pages, referees and must be sent to [kylie.hearne@nswtouch.com.au](mailto:kylie.hearne@nswtouch.com.au) by 5pm Wednesday 6<sup>th</sup> March.**

**For any questions in relation to this position please contact;  
NSW Touch Football Business Operations Manager Kylie Hearne (02) 95589333 or via the email above**