



Position Description

POSITION TITLE: Membership Services Coordinator

DEPARTMENT: Sport

REPORTS TO: State Participation Manager

DIRECT REPORTS: Nil

LOCATION: NSW Touch Association, Canterbury Velodrome Bayview Avenue Earlowood.
For the right candidate a regional location could be considered.

PRIMARY OBJECTIVE: The position will provide professional coordination, management and support for NSWTA Affiliated Associations. This role will be pivotal in ensuring growth along with the smooth delivery and best practice for these Associations and all Stakeholders.

Key Result Area	Major Activities	Performance Measure
1. Roles & Responsibilities	<ul style="list-style-type: none">a) Coordinate and deliver NSWTA services to Affiliated Associations.b) Coordination of strategic planning with and for Association growth and developmentc) Manage, deliver and coordinate the NSWTA Technical Accreditation plan for Affiliated Associationsd) Coordinate the management of Membership Databases including education, training and reporting for Associations.e) Coordination of Compliance relating to Governance and guidelines for Associationsf) Coordination of all Cluster Meetings for the Affiliated Associations on all aspects of Affiliate Governance and competition deliveryg) Coordinate, facilitate and deliver promotional and marketing programs to	<p>Successful governance and management of NSWTA Affiliated Associations</p> <p>Successful delivery of education programs and training</p> <p>Creation of Communication strategy with Affiliates, Regions, and other Stakeholders.</p>





	<p>increase participation in competitions at Associations</p> <p>h) Direct and effective communication with Affiliates/Regions and Stakeholders on all related matters.</p>	
2. Building and maintaining key relationships	<p>a. Partner and collaborate with peers to leverage existing programs and present an integrated approach, profile and brand.</p> <p>b. Build rapport with existing connections to maintain networks internally and externally.</p> <p>c. Liaise with key venue/tender stakeholders to facilitate their redevelopment and compliance activities.</p>	Maintains, fosters and leverages key internal and external relationships
3. Representative	<p>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.</p>	Public awareness and perception as one unified brand
4. Corporate Governance & Compliance	<p>a. Coordinate and communicate with venue/tender holders to ensure policy and planning compliance for NSWTA Venues.</p> <p>b. Adhere to existing policies and processes to ensure adequate governance and compliance with organization standards and regulations.</p>	<p>Compliance with the NSWTA Policies are ensured.</p> <p>The whole of Event values are upheld</p>
5. General Duties	<p>a. Contribute to the NSWTA Strategic Plan</p> <p>b. Represent NSWTA on various committees' as directed by the State Participation Manager;</p> <p>c. Assist with the delivery of major tournaments such as the State Championships etc.</p> <p>d. Manage any correspondence relevant to areas of control for and on behalf of NSWTA;</p> <p>e. Under the supervision and direction of the State Participation Manager deliver a consistent model to enhance growth in the sport;</p> <p>f. Any other duties as required by the State Participation Manager or General Manager;</p>	Successful achievement of Strategic Plan objectives



Key Challenges	Key Decision Making Authority
Managing relationships with NSWTA Affiliates.	Nil
Managing relationships with stakeholders in delivering competition excellence and Association governance	<p style="text-align: center;">Position Dimensions</p> <ul style="list-style-type: none"> • Expenditure: NIL • Staff Reporting Directly: NIL • Staff Reporting Indirectly: NIL
Creative marketing strategies to assist in Association growth	
Internal	External
NSWTA Board NSWTA Technical Panels NSWTA Staff	NSWTA Affiliates and Regions Touch Football Australia and Managed States Education Provides; Schools, Universities etc Councils/Venue Management

- Relevant tertiary qualifications combined with 1-2 years of sporting industry/relationship management experience
- Experience in program development and project, people and budgetary management
- Experience in education/accreditation delivery
- Demonstrated leadership skills
- 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 and coordinate volunteers;
- Proven ability to effectively operate within a team environment to achieve project outcomes;
- Sound administration background with computer skills including Microsoft Office
- Driver’s license



Employment Conditions
<ul style="list-style-type: none"> • Remuneration will be \$52,000 to \$55,000 pa. • Provided and maintained Vehicle. • Employer’s contributions to Superannuation. • 5 weeks annual leave plus 16 Rostered Days Off. • Hours of work – Ordinary Hours of Work shall be 38 hours per week, performed between Monday and Friday, plus reasonable additional hours required to fulfil the requirements of the job.
Work Health and Safety
<ul style="list-style-type: none"> • Take reasonable care for the health and safety of yourself and all employees’ while at work. • Acknowledge and understand NSWTA OHS policy and processes in the workplace at all times.

Competency and Definition	Level	Behavioral Indicators
<p>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.</p>	Proficient	<ul style="list-style-type: none"> • Supports others by providing timely and accurate information in the decision making process • Endeavors to understand the rationale behind decisions taken • Is able to explain the rationale of own decisions to others • Does not make assumptions without first trying to understand the facts • Fully understands policies and procedures related to decision making • Becoming aware of the decision-making points and processes, knows when to push up a decision
<p>Planning & Management: Establishes plans of action, including risk mitigation and communication strategies, to effectively ensure achievement of results/project objectives. Demonstrates strong communication and organizational skills, and a commitment to corporate governance to balance conflicting priorities and manage resources.</p>	Proficient	<ul style="list-style-type: none"> • 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 • Understands impact of own work or behavior on colleagues /other areas of the organization • Helps peers accomplish their commitments when own work is done • Takes initiative to discuss controversial issues with internal and external leaders • Builds productive and co-operative team working relationships with colleagues



		<ul style="list-style-type: none"> Encourages and actively seeks the views of others on ways to approach tasks / resolve problems; respects views that are different from own Regularly seeks feedback on performance; accepts feedback on own performance
<p>Resources & Budget Management: Monitors and tracks budget planning and forecasting information, ensuring consistent practice across NSWTA.</p>	Proficient	<ul style="list-style-type: none"> Demonstrates an understanding of the importance of planning/organizing key NSWTA activities and the role corporate governance plays Utilizes effective record/project management systems to document and record information Takes responsibility for prioritizing and completing assigned tasks Works towards achieving agreed deadlines/outcomes, seeking support from colleagues in advance where necessary Manages own time effectively
<p>Communication: 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"> Conveys complex information in a clear, effective and structured manner Recognizes non-verbal cues; probes and asks questions to draw out others' unexpressed needs Determines appropriate internal and external audiences and defines the appropriate channels for communication Identifies audience needs and structures messages appropriately, confidently presenting to a wide variety of audiences Adapts and improves existing communication practices
<p>Relationship Building / Networking: 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"> Ensures that NSWTA understands and is responsive to the needs, concerns and perspectives of key stakeholder groups (e.g. Affiliates/Regions, State Leagues, general public) Uses different behaviors as necessary to achieve desired outcomes Works to understand where key players stand on particular issues Takes action to improve the relationships between others, especially key individuals, to enhance effective working relationships needed to achieve smooth interdepartmental



		workflow and accomplishment of desired business outcomes <ul style="list-style-type: none"> Identifies key players whose support will be needed to get ideas/projects approved and implemented effectively
<p>Initiative & Ownership: 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"> Anticipates situational needs and takes appropriate action Promotes a climate of continuous learning; supports others to draw out and share learning points from their experiences Understands and adjusts project/work tasks relative to team member talents, to address project challenges and support individual development Reviews performance of others and modifies task allocation, resources and supervision accordingly Supports others to identify and understand their skill gaps and identifies actions to improve performance Identifies and manages behaviors/actions which are at odds with or which exemplify professional conduct, escalates as necessary
<p>Creativity & Adaptability: Identifies the need for change and develops new ideas and solutions. Encourages and supports innovation and gains the commitment of others. Reacts positively and with enthusiasm to change and improvement.</p>	Proficient	<ul style="list-style-type: none"> Actively looks to improve processes and work without compromising quality Challenges traditional thinking; willing to take risks and explore ideas Supports and encourages the generation of new ideas from others Provides the enthusiasm and drive to identify and exploit change opportunities as new and innovative ways to meet stakeholder needs Actively supports how others adapt to change; able to explain and support rationale behind change



<p>Collaboration & Teamwork: Willingly cooperates and works collaboratively with internal colleagues and external stakeholders in order to accomplish organizational / 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"> • Demonstrates awareness of how own role impacts the functioning of own team • Recognizes how the role and functioning of own area of work relates to that of other teams and the NSWTA as an organization • Seeks to build constructive relationships with NSWTA colleagues across the organization • Shows an understanding of the importance of collaboration to the work of the NSWTA • Works constructively and supportively as a team member
<p>Analytical Thinking: 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"> • Anticipates potential obstacles and develops contingency plans to mitigate/overcome them • Employs evidence driven approaches to reach decisions which impact team/organization • Applies a variety of analytical techniques to understand and solve problems; analyzing links between multiple parts of a problem or situation • Identifies and understands the interrelationships between data, information and/or external environmental factors • Actively seeks input from internal colleagues/ key external stakeholders who have differing views on issues, to inform thinking and increase individual knowledge

Applications: Must include a cover page, CV, referees and must be sent to dean.russell@nswtouch.com.au by 5pm Tuesday 27th August.

For any questions in relation to this position please contact NSW Touch Football General Manager Dean Russell (02) 95589333 or via the email above.