

## COMPETITIONS AND SCHEDULING ADMINISTRATOR

### PURPOSE OF THE ROLE

The Competitions & Scheduling Administrator assists with the scheduling of netball competitions and other sports/activities at Jubilee Park Stadium.

<b>Reports to</b>	Operations Manager
<b>Key Liaison</b>	Competitions Coordinator
<b>Engagement</b>	Full time (commencing January 2025)
<b>Liaise with</b>	Venue & admin staff, Team Captains, affiliated Club contacts, Umpire Supervisors, general members & patrons.

### POSITION RESPONSIBILITIES

Responsibility	Tasks
Scheduling of matches	<ul style="list-style-type: none"> <li>Receive and process team entries in an accurate and timely manner.</li> <li>Prepare and distribute season fixtures in accordance with agreed annual calendar and planning timetables</li> <li>Liaise with Venue Supervisors to ensure results and qualifications are managed appropriately.</li> <li>Ensure record keeping is detailed and accurate and able to be provided to Management as required.</li> </ul>
Scheduling of court bookings for all sports	<ul style="list-style-type: none"> <li>Receive booking requests from all sports and user groups and schedule access in collaboration with Operations Manager</li> <li>Maintain records &amp; provide reports monthly or as requested</li> </ul>
Effective communication with relevant key stakeholders	<ul style="list-style-type: none"> <li>High level verbal and written communication to all stakeholders</li> <li>Maintain fair and equitable distribution of match times</li> <li>Coordinate last minute fixture changes and communicate to all parties in a timely and customer service focused manner</li> </ul>
Support implementation of new program initiatives	<ul style="list-style-type: none"> <li>Identify opportunities to implement new and/or additional programs in times when courts are under-utilized.</li> <li>Maintain effective relationships with local networks including other sports, community organisations and schools.</li> <li>Ensure familiarity with Netball Victoria &amp; Netball Australia programs</li> </ul>
Liaise with Venue Supervisors	<ul style="list-style-type: none"> <li>Liaise with Competitions Coordinator and Operations Manager to identify training and development opportunities.</li> <li>Attend workshops and other programs to enhance own skills as directed or required from time to time.</li> <li>Ensure changes to rules, processes etc. are communicated to Venue Supervisors in a timely &amp; effective manner</li> </ul>
Understanding of Purpose, Vision and Values	<ul style="list-style-type: none"> <li>Ensure decision making is aligned with the Association's strategic pillars.</li> </ul>
Occupational Health & Safety	<ul style="list-style-type: none"> <li>Comply with relevant OH&amp;S legislation &amp; report any hazards or risks.</li> </ul>

**Key attributes**

- High level communication & interpersonal skills
- High level customer service focus
- Open to feedback & able to self-reflect
- Well organized and produces work to a high standard
- Able to balance multiple tasks & deadlines efficiently
- Excellent attention to detail
- Acts in a fair and reasonable manner

**Qualifications Required**

- Current Employee Working with Children Check
- Completion of Expect Respect, PBTR Child Protection and Complaint Handling courses (or willingness to undertake)

**Qualifications Desirable**

- Qualification &/or relevant experience in sports administration
- Qualification &/or relevant experience in a customer service setting

**Key Selection Criteria**

- Ability to work some nights and weekends (due to the nature of the sporting industry)
- Demonstrated understanding of community sport rules and regulations
- Demonstrated ability to manage sporting competitions: understanding of fixturing principles and processes.
- Demonstrated capacity to engage & communicate with a range of stakeholders
- Experience using sporting software
- Demonstrated capacity to reflect on own effectiveness: how will I know that what I'm doing is working? Capacity for flexibility & adaptability
- Demonstrated moral purpose: equitable treatment of all participants & stakeholders. Understanding of diversity, ability to overcome barriers
- Mobility required to lift and carry 10-15kg

**Key Performance Indicators**

- Accuracy of fixtures and ladders
- Timeliness and accuracy of communication to members
- 90% of teams and members retained, as measured by software
- 80% customer satisfaction, as measured by annual customer surveys
- New teams engaged each season, to maintain continued growth