

MEMBERSHIP & PARTICIPATION MANAGER TRIATHLON WA



**Are you friendly, enthusiastic and motivated?
Do you love the sporting industry?
Would you be inspired working alongside a small, passionate and
committed staffing unit?**

If you answered yes to these questions, this may be your dream job!

Triathlon WA is an ever-expanding State Sporting Association that enhances the opportunities for participation in the sport of triathlon around WA. The role of Membership & Participation Manager is to facilitate the strategic objectives for participation & membership growth in triathlon for all sections of the community with a focus on servicing our affiliated clubs & members.

The Membership & Participation Manager will act as the main communication point for clubs & members and will distribute information and organise sport-related projects, programs, club development opportunities and training for all members in the sport.

You will report directly to the Executive Officer and will be responsible for the management of staff within the Membership & Participation Unit. A professional, friendly manner and high-level customer service skills is essential. The role requires an ability to work autonomously and ensure confidentiality, although the contribution to our team is of utmost importance.

If you have a proven record of success in working within the sporting industry in a membership/program service role and demonstrated experience in successful membership growth projects, send your CV and a cover letter outlining the skills and experience you possess which will make you the best candidate for this position.

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| LOCATION: | Sports Lotteries House, Mt Claremont |
| WORK TYPE: | Full Time |
| APPLICATION PROCESS: | Applications Close: Monday 6 th February 2012 Short List notified: Wednesday 8 th February 2012 Interviews: 10 th - 14 th February 2012 Anticipated Start Date: Early March 2012 |
| ALL APPLICATIONS AND ENQUIRIES TO: | Hayley Lethlean Executive Officer Triathlon WA hayley@triathlonwa.asn.au 0431 872274 |
| JOB DESCRIPTION: | Attached |

POSITION DESCRIPTION

MEMBERSHIP AND PARTICIPATION MANAGER



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| JOB TITLE: | Membership and Participation Manager | POSITION STATUS: | Permanent, Full Time |
| REPORTS TO: | Executive Director | INCUMBENT: | Vacant |
| DIVISION & CLASSIFICATION: | Manager | DIRECT REPORTS: | 2 |
| SALARY: | Circa \$55 - \$60K + Super | START DATE: | Feburary 2012 |

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| EMPLOYMENT CONDITIONS: | <p>Office hours are generally 9.00am to 5:00pm weekdays Weekend and evening work can be expected during peak times Service Contract will include additional conditions and standards. Triathlon Western Australia staff are employed in accordance with the terms and conditions negotiated in alignment with the National Employment Standards and under the National Sporting Award.</p> |
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Triathlon Western Australia is the State Sporting Organisation responsible for the development, promotion and governance of the sport of triathlon throughout Western Australia. Triathlon Western Australia is a not for profit organisation which is governed by the Board of Triathlon WA. Triathlon WA is one of seven State Associations, which make up the membership of the national body, Triathlon Australia.

Triathlon WA’s mission is to ensure the existence of quality participation opportunities, servicing of members and delivery of quality pathways within the sport of triathlon. This is achieved through our strategic objectives:

- Providing leadership and increased opportunity;
- Increasing new members to the sport, supporting existing members by providing quality support systems to clubs;
- Building a sustainable and prosperous organisation by enabling innovation, collaboration and excellence in the development of its assets;
- Providing opportunities for all members to achieve their potential through appropriate and supported pathways in technical, coaching and competition;
- Sustaining international success through the provision of an effective and efficient athlete & coach pathway
- Ensuring that opportunities exist at all levels to compete in events of the highest quality though leadership and collaboration;
- Developing the brand of Triathlon so as to increase external investment in the sport

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| POSITION PURPOSE & ACCOUNTABILITY | <p>The role of the Membership and Participation Manager is to provide opportunities for participation & membership growth in triathlon for all sections of the community with a focus on growth, development and assistance to the affiliated clubs.</p> <p>The Membership and Participation Manager will act as the main communication point for clubs & members and will distribute information and organise sport-related projects, programs, club development opportunities and training for those who want to participate for fun and those who are interested in competition.</p> <p>The Membership and Participation Manager reports directly to the Executive Director and is responsible for the management of staff within the Membership and Participation Unit. A professional manner and high-level customer service skills is considered invaluable. The role requires an ability to work autonomously and ensure confidentiality, although the contribution to the team is of utmost importance.</p> |
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| <p>KEY RELATIONSHIPS</p> | <ul style="list-style-type: none"> • Executive Director • TWA Staff • TWA Board • TWA Technical Committee • TWA Clubs & TWA members • TWA Government stakeholders |
| <p>MAJOR ACCOUNTABILITIES & PERFORMANCE MEASURES</p> | |
| <p>CLUB DEVELOPMENT & COMMUNICATION</p> | <ul style="list-style-type: none"> • Identifying club initiatives and overseeing, planning and implementing club development within the strategic plan; • Attending metropolitan and regional meetings, seminars and conferences; • Dissemination of information in response to enquiries to introduce new members and link new members to affiliated triathlon clubs • Liaise with clubs on their membership & program enquiries • Liaising with clubs to develop best practice in coaching, youth development and issues such as child protection to manage clubs effectively; • Working with governing bodies in relation to best practice service and delivery to clubs and events; • Maintaining links with county, regional and national sporting representatives; |
| <p>PARTICIPATION PROJECT MANAGEMENT</p> | <ul style="list-style-type: none"> • Coordinating, delivering and promoting relevant activities, seminars and workshops for club development; • Raising public awareness of the sport of triathlon and key values of health and fitness while promoting participation in the sport of triathlon; • Evaluating and monitoring activities and programs using performance indicators; • Maintaining records and producing written reports; • Developing a range of partnerships with organisations and initiatives focused on increasing physical activity and a healthy lifestyle • Working in partnership with schools initiatives such as 'active schools', to encourage participation in sport and organise parental involvement; |
| <p>TRYSTARS AND SCHOOLS JUNIOR PROGRAM</p> | <ul style="list-style-type: none"> • Develops the Triathlon WA TRYSTars Program within WA in consultation with leading knowledgeable consultants • Service member and club enquiries relevant to this program • Promote the regional kids triathlon series races • Communicate and liaise with individual clubs on event management and funding acquittal requirements for the series events • Promote triathlon events and training programs to Schools throughout Western Australia • Assist Schools participating in this program • Maintain curriculum packs as required • Ensure all Schools are compliant as appropriate |
| <p>FINANCE AND REPORTING</p> | <ul style="list-style-type: none"> • Develop, manage and monitor the annual Coaching, Club & Program budgets • Prepare reports monthly for TWA Board Meetings • Prepare report for Triathlon WA Annual report • Prepare reports and acquittal for grant funds as required • Identifying potential opportunities for external funding for club initiatives |
| <p>SELECTION CRITERIA</p> | |
| <p>ESSENTIAL</p> | <ul style="list-style-type: none"> • Enthusiastic, friendly and motivated • Confident with a drive to do things better and to identify, set and strive for challenging goals |

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| | <ul style="list-style-type: none"> • Minimum three (3) years experience working within the sporting industry in a membership or program service role • Sports Management Degree • Demonstrated experience in successful membership growth projects • High level communication skills; face to face, telephone and general correspondence • Friendly and customer-focused service skills • Computer skills, including sound knowledge of general Microsoft applications • Experience in working independently and as an integral part of a team • “Working with Children Checks” • Is able to plan and organise resources and people and prioritise according to demands at any particular moment. • Has a “can do” attitude. |
| <p style="text-align: center;">DESIRED</p> | <ul style="list-style-type: none"> • Experience in MYOB • Experience in Adobe Creative Suite 5 • Experience in WordPress |