

POSITION DESCRIPTION



OVERVIEW

TITLE	Manager - Member Services
DEPARTMENT	CEO Office
LOCATION	Flexible
REPORTS TO	General Manager - Member Services
WORK TYPE	Full-Time Permanent
HOURS/DAYS PER WEEK <i>(part-time, casual or contractor only)</i>	
START DATE	ASAP
END DATE <i>(FT/PT fixed term contract or contractor only)</i>	

ACCOUNTABILITY

Number of direct reports <i>(How many people directly report into this role?)</i>	N/A
Number of indirect reports <i>(How many people indirectly report into this role?)</i>	N/A
Budget responsibility in \$ <i>(State whether prime, shared or contributory responsibility)</i>	N/A

ABOUT US

Football Australia is the national governing body for football in Australia and a member of Fédération Internationale de Football Association (FIFA), the international governing body for football. It governs all national teams, the A-Leagues (in Football Australia's capacity as the regulatory body), Australia Cup, National Premier Leagues and leads state, community, and grassroots football.

OUR CULTURE & VALUES

Football in Australia is a melting pot of approximately 2 million participants represented by over 200 different cultures, we proud to be the most diverse and globally connected sport within the Australian sporting landscape.

Football Australia's purpose is to *'bring communities together through football - connecting Australia to the world'* while having a vision to *'be a leading football nation where everyone is inspired to live and love the game'*.

To achieve this, we live by our company values which include:

- 1. Impact On & Off the Field:** Challenge the way we think and do to seek ways to grow the impact football has, influence industry thought leaders.
- 2. Inclusive & Diverse Football for all:** Football is embedded in the nation's social fabric, follows the story of Australia, be accessible for all

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3. **A United Team:** Bringing people together to unleash the power of football and to deliver the vision, we bring the team spirit to the game
4. **Trust:** Building trust across the whole football community, be trusted custodians of the game, act with integrity and objectivity

BACKGROUND & PURPOSE OF THE ROLE

The role predominately focuses on Principle IV, VII, VIII, IX and X of the XI Principles and is based in the Member Federations & Community team. Football Australia works in partnership with its stakeholders to drive football participation outcomes that support community engagement and healthy outcomes for Australians.

The Manager - Member Services is responsible for managing and implementing Football Australia's Member Federation strategy and the ongoing management of Football Australia's engagement with its Member Federations.

Working closely with the General Manager - Member Federations, the role will also support all Football Australia departments in relation to their departmental needs for Member Federation support to achieve Football Australia's core objectives. Specifically, this includes community commercial dependencies, the roll out of Football Australia's new national registration platform, the roll out of Football Australia's new technical strategy, the roll out of Football Australia's new MiniRoos program and Football Australia's annual census project.

The role is responsible for specific Member Federation engagement, building strong relationships, and creating greater alignment and consistency between Football Australia and Member Federation practices and programs. The role will be required to provide strategic input and focus on relationship management with key stakeholders to develop and improve how we bring communities together through football using best practice systems, processes, and programs and outstanding communication strategies.

ROLE RESPONSIBILITIES

- Overall management of Football Australia's relationship with its Member Federations
- Manage Football Australia's internal engagement on matters that impact Football Australia's Member Federations
- Support the General Manager - Member Services to develop a MF strategy that appropriately targets each affiliated Australian jurisdiction with the support they require from Football Australia
- In conjunction with General Manager - Member Services, the development, and implementation of Football Australia's Member Federations strategy
- Support the General Manager - Member Services to lead the Member Federations including all required governance forums for the successful delivery of Football Australia strategy and programs
- Manage the Member Federation taskforce to drive National Program objectives
- Support the General Manager - Member Services to complete Member Federation performance reviews to ensure constant program development and progress measurement
- Support the General Manager - Member Services to deliver Football Australia's annual Census project

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- Support Football Australia's Strategy Team with the evolution of Football Australia's One Football initiatives & other nominated projects the impact Member Federations
- Support the negotiation and implementation of service agreements with Member Federations that clarify program delivery and align the distribution of funding to program KPIs
- Support on the development and implementation of enhanced and optimised national competitions (Australia Cup, NPL, NSD, Women's Australia Cup, National Youth Championships).
- Support the funding allocation for the AFC Women's Asian Cup within community football programs (participation, competitions).
- Assist with implementation of the national digital registration platform in specific Member Federations.

ROLE OUTCOMES/ DELIVERABLES

- Delivery of Football Australia's annual participation census
- Greater alignment and synergies between Football Australia and relevant Member Federations including more productive two-way communication
- Continually demonstrate value to relevant Member Federations and Australia's community football clubs to ensure on-going satisfaction.
- Greater and more productive operating efficiencies with relevant Member Federations including the delivery on Football Australia's agreed Member Federation One Football initiatives
- Contribution to the Football Australia's achievement of the proposed measures of the XI Principles.

MAJOR INTERACTIONS

- Member Federations and A-Leagues Clubs
- Football Australia staff including Marketing, Digital Marketing, Commercial and Finance
- Football Community including community football clubs
- Commercial Partners
- Government funding partners including Sport Australia

KNOWLEDGE, SKILLS, AND EXPERIENCE

Essential	<ul style="list-style-type: none"> • A minimum 2 years' experience in a management position preferably in a Sporting Role • Completed tertiary qualifications in sport management/administration or a related area of study; • Demonstrative experience in project management and implementation. Management of community sport projects highly desirable; • A team player with experience leading a team; • Experience in an administration role and advanced skills in the use of Microsoft Office software
Desirable	<ul style="list-style-type: none"> • Sound interpersonal skills with an ability to manage relationships and negotiate terms; • Previous Management of Community Sports projects • Excellent communication skills – both verbal and written;

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	<ul style="list-style-type: none"> • Understanding of marketing principles and their application; • Demonstrated experience working/volunteering within schools or sporting clubs/organisations; • High attention to detail and a proven ability to prioritise work commitments and meet deadlines; • Ability to work independently as well as part of a team; • Proven ability and desire to develop the game of football, including women's football.
QUALIFICATIONS	
Essential	
Desirable	<ul style="list-style-type: none"> • Bachelor Qualification in Sports / Project Management / Community Programs / Business
UNIQUE CRITERIA	
<p>The following selected items identify the requirements of the role</p> <p><input checked="" type="checkbox"/> Out of hours and weekend work</p> <p><input checked="" type="checkbox"/> Intra and/ or Interstate travel</p> <p><input checked="" type="checkbox"/> International Travel</p> <p><input type="checkbox"/> Significant periods of work away from home</p> <p><input checked="" type="checkbox"/> Significant Responsibilities – This does not contain a comprehensive listing of responsibilities, activities and duties that are required of the incumbent. These may change from time to time at the discretion and needs of the manager/organisation</p>	
ADDITIONAL REQUIREMENTS	
<p>To comply with our organisational policies and/ or national and state legislation, the following selected items are requirements of the role</p> <p><input type="checkbox"/> National Police Check</p> <p><input checked="" type="checkbox"/> International Criminal History Record for each country (other than Australia) in which you have resided for 12 months or more in the last 10 years (if applicable)</p> <p><input checked="" type="checkbox"/> Full working rights in Australia</p> <p><input checked="" type="checkbox"/> Working with children check (paid/ employee) or state- based equivalent</p> <p><input type="checkbox"/> Working with children check (volunteer) or state- based equivalent (volunteer roles only)</p>	