



## Western Region Football League (WRFL)

### POSITION DESCRIPTION

#### Football & Netball Operations Officer

Department: Operations/Administration

April 2022

#### Position overview

The Western Region Football League (WRFL) has developed a position of considerable standing in the delivery of community sport. Each season the league conducts in excess of 2,000 matches involving 300+ teams, over 350 umpires and more than 8,000 registered players. In 2018, the league also introduced a senior netball competition. At the WRFL, we possess an appetite and energy to be bold, fresh and fiercely 'can do', and are driven to enhance our community through the vehicle of sport.

The Football & Netball Operations Officer is responsible for providing administrative support to the managers of Junior and Senior football respectively, as well as administering elements of the league's netball competition. In addition, the Football & Netball Operations Officer plays a vital front-of-house role in the WRFL's pursuit to be a customer service leader. The role also includes management of key events on the WRFL's annual events calendar.

The position requires an energetic individual with an ability to establish, maintain and leverage strong collaborative working relationships with an array of key stakeholders. This is a full-time position.

#### Key Relationships

**Reports to:**

- WRFL Chief Executive Officer.

**Internal relationships:**

- General Manager - Operations;
- Manager - Junior Football;
- Administration Manager;
- Media & Communications Manager;



<p><b>Key Relationships</b></p>	<ul style="list-style-type: none"><li>• Commercial Manager;</li><li>• Club Support Manager;</li><li>• Administration staff;</li><li>• Other, as directed.</li></ul> <p><b>External relationships:</b></p> <ul style="list-style-type: none"><li>• WRFL Executive Board members;</li><li>• WRFL club personnel;</li><li>• Football/Netball industry personnel (e.g. AFL Victoria, Netball Victoria, VFL, other community football leagues);</li><li>• Representatives of WRFL suppliers and sponsors;</li><li>• Function venue operators / caterers;</li><li>• WRFL Trainers &amp; Trainers Association;</li><li>• WRFL Life Members.</li></ul> <p>Any and all other parties deemed necessary for the effective discharge of duties.</p>
<p><b>Overview of Position</b></p>	<p>The Football &amp; Netball Operations Officer has primary responsibility for:</p> <ul style="list-style-type: none"><li>• Acting as the first point of contact with the League for enquiries from member club representatives, Executive Board, suppliers, customers and the general public;</li><li>• Answering and, where required, redirecting incoming telephone calls as appropriate;</li><li>• Providing support to the respective Junior and Senior Football Operations Managers, including maintaining the validity and integrity of match-day paperwork (football &amp; netball);</li><li>• Assisting other WRFL staff in the preparation of publications and reports;</li><li>• Coordinating activities for WRFL Life Members;</li><li>• Maintaining a database and registration process for accredited Trainers;</li><li>• Maintaining the database of club and other contacts;</li><li>• Planning, organisation and coordination of League functions, including but not limited to:<ul style="list-style-type: none"><li>○ Executive Board meetings;</li><li>○ Annual and other general meetings;</li></ul></li></ul>



	<ul style="list-style-type: none"><li>○ Season Launch;</li><li>○ Junior and Senior Presentation functions;</li><li>○ Grand Final luncheons;</li><li>○ Sponsors' and suppliers' functions;</li><li>● Other general administrative tasks, as required and directed.</li></ul>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);"><b>Key Selection Criteria</b></p>	<p>The successful applicant will be a conscientious and motivated individual with well-developed administration skills and the ability to work as part of a small team.</p> <p><b>The ideal candidate will possess:</b></p> <ul style="list-style-type: none"><li>● Professional experience in a sports administration context;</li><li>● Front-facing customer service experience;</li><li>● A friendly, outgoing personality and the ability to multi-task / work under pressure;</li><li>● Demonstrated ability to build dynamic and enduring relationships;</li><li>● Developed verbal and written communication skills;</li><li>● Demonstrated attention to detail and an ability to meet strict and recurring deadlines;</li><li>● Demonstrated personal initiative and ability to work effectively in a team environment;</li><li>● Developed IT skills, particularly across the Microsoft Office suite;</li><li>● Current Victorian Drivers Licence;</li><li>● Valid Working With Children Check;</li><li>● A preparedness to work extended hours, including weekends during periods when matches are fixtured.</li></ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"><li>● An understanding of club environments;</li><li>● Relevant tertiary qualification(s) (Sports Management, Events etc.);</li><li>● A sound understanding of digital media, including social media.</li></ul>

NOTE: This position description is not intended to be all-inclusive. The employee may perform other related duties as negotiated to meet the ongoing needs of the organisation.



**Location:**

The Football & Netball Operations Officer will work from the League's office located at Whitten Oval, Footscray West.

**Hours of Work:**

Normal hours of work will be 38 hours per week (equivalent to 5 days of 7.6 hours each), scheduled by agreement with the Chief Executive Officer, usually between Mondays and Fridays inclusive. Some variation to the normal hours of work will be required to facilitate attendance at functions and finals events.

**Remuneration:**

This is a permanent, full-time position. Remuneration will include base salary, paid public holidays, four weeks annual leave and statutory superannuation guarantee payments. Time-off will be negotiated in lieu of extra time worked.