



**Newcastle**  
**Football**

## **POSITION DESCRIPTION**

### **ADMINISTRATION STAFF**

<b>JOB TITLE:</b>	Operations Co-Ordinator
<b>DEPARTMENT:</b>	Newcastle Football Ltd
<b>LOCATION:</b>	2/72 Orlando Road Lambton 2299
<b>REPORTS TO:</b>	Chief Executive Officer
<b>START DATE:</b>	To be advised
<b>END DATE</b>	n/a

#### **DIMENSIONS**

Number of direct reports	1
Number of indirect reports	n/a
Full Time Position	37.5 hours per week (Mon—Fri)

#### **PRIMARY PURPOSE OF ROLE**

- To effectively respond to all enquiries relating to the administration of Player Registrations, Interdistrict Competitions, Member Club support as required.
- To liaise with relevant staff to ensure that all enquiries/programs are responded to/implemented effectively, and in accordance with Newcastle Football Ltd (NF) needs and expectations.
- To maintain records of all Interdistrict Competitions, Player Registrations and any other documents related to the effective operation of NF.
- To provide broad administrative/operations assistance to the Chief Executive Officer (CEO) as applicable.
- To provide administrative assistance to the Board Directors as required at the direction of the CEO.
- To effectively and efficiently respond to a range of enquiries from a myriad of stakeholders by telephone/email and in person as NF reception.

## **KEY AREAS OF RESPONSIBILITY**

### **Administration**

Provide administrative support to a range of stakeholders in relation to office procedures/ functions.

- Scan and maintain records of Player Registrations and Competition documents.
- Construct and commission of Competition Fixture in conjunction with Hunter Valley & Macquarie Football.
- Check to ensure all Clubs have completed admin responsibilities as required per NF Regulations.
- Investigate any enquiries from Clubs or stakeholders on matters that impact on the operation NF and the Competitions.
- Maintain record of player participation in NF Clinics.
- In co-ordination with the NF Technical Director order any equipment required for clinics.
- Administrative tasks as requested by the CEO or to add assistance to NF Staff members.
- Answer phones and direct enquiries as required.
- Attend to stakeholder enquiries as the first point of reception.
- Respond to stakeholder enquiries where possible without the need to refer to Management and Staff
- Any other duties as reasonably requested by the CEO and other Staff members.
- Attend Club meetings when required—may include outside regular works hours involvement.

## **KEY OUTCOMES**

- All Phone calls, email and reception enquiries are promptly addressed or directed to relevant Staff member.
- All records are maintained and are up to date.
- Club assistance on all operational functions.
- General administrative tasks are completed within agreed timelines.
- Assist the NF Technical Director with implementing Clinics and High Performance programs.

### **KNOWLEDGE, SKILLS & BEHAVIOUR REQUIRED**

- Excellent telephone manner and interpersonal skills.
- Strong attention to detail
- Punctual
- Competent computer skills (especially Microsoft Office)
- Demonstrate high level of initiative and strong interpersonal skills, with attention to detail and the ability to prioritise, multi-task and effectively meet strict time lines.
- Well developed interpersonal and communication skills, strong written skills and the ability to work effectively in a team or independently.
- Ability to draft timely and accurate correspondence.
- Interest in Football (sport generally). *Optional.*

### **KEY INTERACTIONS**

- CEO
- Finance Co-Ordinator
- Technical Director
- External Stakeholders (Zones, NNSWF, FFA)

### **UNIQUE CRITERIA**

- Standard hours are 9.00am – 4.30pm, Monday to Friday
- Salary will be in line with skills and ability. (*starting \$22.00*)