



AUSTRALIAN SAILING – POSITION DESCRIPTION

POSITION:	Club Services Officer
REPORTING TO:	Regional Manager – VIC
LOCATION:	Albert Park, Melbourne, Victoria

Background

Australian Sailing is the national governing body to advance, promote, administer and grow the sport of sailing. Through advocacy and partnerships with government and industry; Australian Sailing works to achieve support for programs and activities for the benefit of the sport. We provide leadership to maintain and enhance standards and enrich the quality and reputation of sailing for the collective and mutual benefit of Members, Associates and Participants. Australian Sailing represents the interests of Australian sailing as a member of World Sailing, the Australian Olympic Committee and Australian Paralympic Committee.

Guided by our Strategic Plan, our Vision is for Sailing to be an iconic Australian endeavour that is welcoming, sociable and exciting. Our goals are to:

- Build Sailing's Profile
- Growing Participation
- Ensuring Sailing's Sustainability
- Maintaining High Performance
- Enhancing our People, Structure and Culture

The Role

Reporting to the Regional Manager, the Club Services Officer is responsible for building effective "one on one" relationships with an assigned group of clubs and tasked to fully understand a club's needs and priorities and work with the clubs to identify areas to build capability.

The Club Services Officer will need to focus on four key objectives to significantly grow and enhance the sport of Sailing:

1. Build relationships with the Clubs and Classes to develop their capabilities;
2. The delivery of Australian Sailing services to clubs and class associations within the region;
3. Deliver national programs to substantially grow participation in sailing across age groups;
4. Deliver national training courses to enhance and improve the experience of participants.

Principle Accountabilities

This is a role that will evolve over time and be tailored to suit local requirements. Initially, the following tasks will be incorporated into the Club Services Officer role:

Club Support

- Share best practice from the club network and sport
- Online service training with support from the central team
- Seek to increase the number of clubs delivering accredited training programs
- Support and provide input into the development of new resources for clubs as required
- Support club's development and implementation of participation pathways
- promote grants and funding opportunities and support clubs in application process
- Helping to develop clubs' capabilities and capacity with regards to sport development and participation



Participation

- Support of Discover Sailing Centres including applications, annual reviews and renewals
- Coordinate the promotion of programs in conjunction with the Training & Education and Marketing & Communications teams
- Connect clubs to schools and other organisations to grow participation
- Support Discover Sailing Centre staff with training and induction
- Mentor Discover Sailing Centre instructors and principles
- Work with Discover Sailing Centres to maximise their growth potential and productivity

Projects

- You may also be designated projects related to State or National objectives.

Key Relationships

Australian Sailing	Sailing Stakeholders	External
Regional Manager	Clubs & Classes	Dept. of Sport & Recreation
Clubs Services Officers-nationally	Discover Sailing Centres	Industry Associations
Education & Training	Private Operators	Maritime Authorities
Online Services	Chief and Senior Instructors	Councils
Other AS functional areas	Instructors and coaches	Local Schools & community groups

Attributes

Qualifications & Experience

- Leadership skills and demonstrated ability to develop and implement strategy and business plans in the context of:
 - Planning with set timelines and deliverables;
 - Budget management;
 - Risk management;
 - Managing a diverse group of stakeholders including volunteers; and
 - Research and analysis.
- Desirable experience, accreditation or licences:
 - A background in sailing- either through club management, participation, competition or industry
 - Teaching qualifications- such as Cert IV or tertiary
 - Driver's licence
 - Boat Licence
 - Senior First Aid certificate
 - Working With Children check
 - Australian Sailing Instructor and/ or Senior Instructor qualifications
 - Australian Sailing Coach and/ or Senior Coach qualifications
 - Australian Sailing Officiating qualifications

Knowledge & Skills

- Demonstrated commitment to high quality service delivery and customer satisfaction.
- Ability to effectively communicate with diverse audiences- including written and verbal and electronic channels.



- Demonstrated understanding of the drivers and barriers of sports participation, and the ability to develop strategies toward increased participation.
- Experience and technical knowledge of sailing as a recreational activity and as a competitive sport- either as a participant or in club administration
- Ability to work both autonomously and as an effective part of a larger team while also managing various stakeholders.
- Be a confident presenter and communicator, with a high level of interpersonal skills, with excellent relationship management, influencing and listening skills.
- Ability to communicate technical information to non-technical audiences
- Planning – able to manage and prioritise multiple tasks, schedules and deadlines.
- Capacity to utilise Social Media and other electronic marketing tools

Personal Attributes

- Personal and professional values that align with the sporting values of respect, integrity, teamwork and excellence.
- Management and leadership skills that inspires a sense of purpose and direction.
- Ability to build and sustain effective and productive relationships with diverse stakeholders.
- A passion for the sport of sailing and a desire to see it grow
- Outcomes focused with a strong desire to make a positive contribution
- Flexible and adaptable with respect to working outside of traditional working hours as the position will require face to face interaction with clubs and other stakeholder organisations. The role will involve travel and possible weekend and after-hours work