



Position Title:	Stakeholder Relations Coordinator
Work Area:	Netball
Reports to:	Stakeholder Relations Manager
Position Location:	155 Railway Terrace, Mile End, SA 5031. This role may require interstate and intrastate travel from time to time and out of normal business hours work will be required.
Direct Reports:	N/A
Modified:	11 January 2021

About Netball SA: Netball SA is the peak State Sporting Organisation for netball in South Australia and is affiliated with Netball Australia. Netball is the leading women's participation sport in Australia.

Netball SA is responsible for the governance, development, promotion, and administration of netball throughout South Australia and has the responsibility for servicing its 35,000 members, the operations of Netball SA Stadium and the running of its elite team, the Adelaide Thunderbirds.

As a professional sporting organisation with extensive community reach, Netball SA is committed to enhancing the reputation of the sport and communicating news of significance to members, fans, supporters, and the general public.

Netball SA's strategic plan includes the following Strategic Priorities which drive the business:

- Customer Centric
- Strong Voice
- Stadium
- Government Investment
- National Success
- Netball is a home where people can thrive and grow

Further information on Netball SA: <https://sa.netball.com.au/>

NETBALL SA VALUES

WE ARE TEAM PLAYERS

WE ARE CUSTOMER CENTRIC

WE PLAY WITH INTEGRITY

WE PLAY OUR POSITION

WE ARE GAME CHANGERS

Primary Purpose of Position

This role is responsible for providing excellent customer centric service and support to Netball SA's affiliated association. The role will provide support and guidance to members around governance, member protection, complaints, competition and membership database assistance.

This role will encourage best practice and increase participation in Netball In South Australia. This role will be proactive and assist association with their plans and support with facility improvements.

Key Result Areas	Accountabilities and Responsibilities
Stakeholder Relations	<ul style="list-style-type: none"> • Provide exceptional customer centric service to Netball SA's affiliated associations including advice relating to member protection, insurance, complaint handling, governance and procedures. • Build and maintain strong relationships with affiliated associations and members. • Assist in administering Netball SA's annual affiliation process. • Increase the Netball SA value proposition by collaborating with affiliated associations to implement Association Plans ensuring tailored service is provided. • Liaise with and support Netball Australia staff to aid associations and clubs in the administration of Competition and Membership Databases • Monitor and interpret and act on Netball SA Constitution and Regulation requirements. • Ensure association and club personnel contact records are maintained and updated as required. • Collaborate with the Stakeholder Relations Manager to develop and implement an operational plan. • Assist in coordinating quarterly Council Meetings. • Attend quarterly Council Meetings and Annual General Meetings. • Work collaboratively across the broader Netball SA team to implement to deliver value to Associations and Clubs, including but not limited to NetSetGO, Social Netball, Sporting Schools, Coaching and Officiating programs and Academies.
Facilities	<ul style="list-style-type: none"> • Proactively identify and provide information regarding funding opportunities to members and provide support to Associations and Clubs by reviewing funding applications and providing grant support letters. • Assist with the development and implementation of a Netball SA Facilities Strategy.
Netball SA Competitions	<ul style="list-style-type: none"> • Assist with delivery and management of Netball SA Competitions including but not limited to, Adelaide Metropolitan Division, Masters and City Night Division. • Collaborate with the Stadium team for the delivery of shared competitions.
Strategic and Financial	<ul style="list-style-type: none"> • Comply with NSA Financial Policies and Procedures. • Provide accurate and timely reporting within deadlines. • Ensure that all agreed strategies and key performance Indicators and key behavioral indicators are achieved.
Other duties	<ul style="list-style-type: none"> • Any other duties within the employees capabilities and which is reasonable to expect the employee to undertake as directed by management from time to time.
Work Health and Safety	<p>Your duties are to:</p> <ul style="list-style-type: none"> • Comply with all Netball SA policies, procedures, and relevant legislation. • Comply with all reasonable instructions from managers in relation to health and safety. • Take reasonable care of your own health and safety. • Ensure your actions or omissions do not adversely affect the health and safety of other persons. • Report any hazards, near misses and incidents to your manager and complete the required formal report mechanism. • Complete relevant health and safety training, as required. • Comply with the Netball SA policies and procedures which set out governance standards and manage risks for our organisation. You are responsible for being aware of and

complying with the policies and procedures.

Qualifications, Skills & Experience Required:

- Previous experience in a similar role or similar organisation.
- Customer service experience.
- Outstanding communication skills.
- Complaint and grievance handling.
- Strong attention to detail and organisational skills.
- Drivers Licence
- Working with Children Check.

Acknowledgement

I ACKNOWLEDGE that I have read and understand the responsibilities and expectations as set out above.

Signed by Employee:

Name of Employee:.....

Date:.....

Signed by Department Manager:

Date:.....