



Position Title:	Development Coordinator
Work Area:	Netball
Reports to:	Development 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:	16 December 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:


- Thriving People
- Grow our game
- Strong voice
- National success
- Government investment

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 associations. 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 associations 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 plans ensuring tailored service is provided and sustainable goals are achieved. • Assist in creating relevant resources and guides for affiliated clubs and associations including but not limited to policy's and Frequently Asked Question sheets. • 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 Development Manager to develop and implement participation strategies. • Attend and assist in coordinating 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, Walking Netball 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:.....