

# Position description

Position title	Member Relationship Manager
Location	Brisbane or Gold Coast
Status	Contract
Reporting to	General Manager – Member Services
Number of reports	Nil
Key focus areas	Member Services & Healthy Campus Project
Salary package	Salary plus super Salary to be negotiated with the successful applicant
Employment conditions	Interstate and intrastate travel may be required UniSport time in lieu standards apply Due to the nature of UniSport business, out of hours and weekend work will be required, especially during event delivery periods

UniSport Australia  
ABN 22 634 634 319

Suite 1.12  
Sports House  
150 Caxton Street  
Milton QLD 4064

P 07 3876 2610  
admin@unisport.com.au  
[unisport.com.au](http://unisport.com.au)

## UniSport Australia is the peak governing body of university sport in Australia

UniSport is a member service organisation. We exist to serve our members and work with our members to resolve issues relating to the university sport sector. We strive to promote and foster the importance of university sport as an integral part of university life at 43 member universities, who collectively represent more than one million students nationwide. Our primary focus is providing expertise and leadership in university sport. We aim to deliver and integrate national policy that enhances and facilitates opportunities for competitive participation in sport for students at a regional, national and international level. Furthermore, we also focus on providing a broad range of supplementary activities, advocacy and services for our members.

Unisport Australia is committed to the principle of ongoing continual improvement and the spirit of doing one's best. As an employee of Unisport Australia, you can expect to be part of a team that is dedicated to excellence and high performance, prides itself on operational best practice, promotes inclusion and respect for diversity and allows for flexible work arrangements that assist staff to balance family and work commitments.

## About the role

The Member Relationship Manager is a key liaison between UniSport and its members. The role is essential to delivering UniSport's Member Service Strategy including the implementation of member agreements. The person will also take a lead role in delivering UniSport's Healthy Campus Project ensuring that the project's key strategic objectives are met.

## Key performance objectives

### Member Services

- Implement UniSport's member service strategy and deliver services requested by members as per the member service agreement
- Take the lead in key member projects where skills align with these projects. Projects could include but are not limited to the areas of the members service agreement
- Maintain a level of service and interaction with UniSport members that meets the member service strategy and member expectations

### Member Participation

- Facilitate and deliver (where appropriate), inter varsity or regional sport competitions as per member service agreement

- Assist members (where required) with setting key timelines in relation to Nationals participation, including providing best practice capacity building in the area of team management
- Provide a link/liason between members and relevant NSO/SSOs in relation to the delivery of sport participation opportunities whether they be intervarsity or regional events
- Maintain an active calendar of events from within the membership at an intra/intervarsity level as well as regional and community events (as they relate to members)

### **Member Engagement**

- Establish an annual calendar of engagement touch points (activities) with members including forums, meetings, campus visits, phone calls etc noting that regular communication is required as per outcomes of the member service agreements
- Quarterly meetings with members to ensure member service agreement is being met. If budget/time/distance does not allow, in person meetings, phone or Skype meeting will be sufficient
- Track member engagement by all UniSport business areas to ensure engagement targets are met (as per member servicing strategy).
- Maintain university profiles on UniSport CRM system including facilities, clubs and staff details

### **Member Capacity Building**

- Facilitate club development opportunities (in appointed region) which focus on increasing knowledge, resources and connections of university club committees and office bearers
- Induct new UTMs into UniSport via online induction portal (in development as at May 2019)
- Implement UniSport key programs that deliver on outcomes for specific target groups ie: women's mentoring program, inclusion programs

### **Advocacy, research and funding**

- Seek relevant funding from state sport and recreation departments (or via other funding sources) to assist in providing member participation opportunities and/or capacity building opportunities. This includes writing funding applications, providing KPI reporting against any funding received and budget management of funds received
- As required represent the organisation in an official capacity at various functions, gatherings, meetings and conferences as well as on approved/relevant committees or working parties/groups
- Advocate for the university sport sector within personal and professional networks

### **Collaboration with other UniSport business areas**

- Undertake an appointed role across one or more Nationals events and work with the Project Manager – Nationals (or equivalent), to deliver on key outcomes required of this role
- Provide support where required to increase brand awareness of UniRoos on campus
- Support media and communication strategies targeted at universities where relevant
- Provide support where required in relation to promotion of university partnerships
- Assist the wider UniSport staff by providing knowledge of time frames of member needs and work closely re planning in relation to member engagement
- Undertake financial practices to required deadlines and processes including (but not limited to) budget updates, credit card reconciliation and purchase requests
- Assist with and contribute to special projects or other UniSport business as required from time to time

The following key performance objectives are specific to the Healthy Campus Project:

### Project Management

- Ensure that the Healthy Campus project meets relevant project delivery milestones
- Work with the General Manager – Member Services to build on the project's future sustainability and future funding options

### Project Delivery

- Liaise with universities re implementation of the project on their campus. The nature of involvement in campus implementation will vary across each university depending upon university resources
- Work with each university to ensure they resource campus project delivery effectively
- Deliver the activity program aligned with the project
- Develop and implement campus challenges
- Manage the development and roll out of individual marketing assets for each university aligned to the activity plan

### Technology Implementation

- Manage the relationship with the technology provider
- Become a champion user of the technology platform and app
- Ensure delivery of customised apps for each university are delivered in the required time frame
- Track the induction and initial training for each university
- Provide ongoing training and support for all universities
- Troubleshoot issues relating to app functionality as they arise
- Maximise the commercial relationships with the technology provider
- Keep up to date with app enhancements and functionality
- Monitor and evaluate the update of app use

### Reporting and Analytics

- Analyse data from the app and formulate relevant analytical reporting of this data
- Produce regular reports relating to the progress of the project in relation to funding requirements
- Provide regular reports to each university on uptake of the app and progress of participant activity

### Stakeholder Management

- Liaise with key project stakeholders including (but not limited to) Sport AUS, university staff from relevant departments, technology provider and

### Other

- Assist the UniSport member service team to deliver on UniSport member service strategy and deliverables with university member agreements
- Note that this role may be required to undertake duties/request that fall outside the scope of this position description

### Pilot universities (note this will reduce to 10 universities in May)

- Central Queensland University
- Southern Cross University
- University of Canberra
- The University of Sydney
- Macquarie University
- Federation University
- Deakin University
- The University of Adelaide
- University of South Australia
- Curtin University
- Australian Catholic University

## Personal attributes

We are looking for a person who:

- Is a driven individual with the ability to work autonomously and achieve results
- Has excellent written and verbal communication
- Has exceptional interpersonal skills
- Is collaborative, logical and proactive
- Is service focused
- Is flexible and adaptable

## Selection criteria

Applicants will be assessed against the following selection criteria. Applicants are strongly encouraged to address these criteria as a part of their application.

- 3-5 years' experience in delivering programs/services for external clients and meeting client key priorities
- Experience in delivering projects to specific timelines using operational plans or project plans
- Demonstrated experience in managing relationships
- Demonstrated understanding of what components are required to conduct a sporting competition
- Proven ability to juggle multiple projects with conflicting deadlines

## How to apply

1. Read the position description in full and learn more about [UniSport Australia](#)
2. Prepare your application – applications must include:
  - A cover letter introducing yourself and providing a overview of your work experience
  - An outline stating how you meet the selection criteria (listed above)
  - CV/resume
  - The names of two referees (note we will not contact these referees without first consulting with you)
  - Statement of expected salary
3. Submit your application in a single PDF document to [donna.spethman@unisport.com.au](mailto:donna.spethman@unisport.com.au)

## Application deadlines

- Applications open: Tuesday 7 May
- Applications close: Tuesday 21 May
- Interviews held: in person or by skype at a time suitable to the applicant
- Position to start: as soon as successful candidate is able