
POSITION TITLE MEMBERSHIP AND INSIGHTS COORDINATOR

OUR VISION AND VALUES

Paddle Australia (PA) is the National Sports Organisation (NSO) responsible for the management, coordination, development and promotion of paddling in Australia. PA is recognised by the Federal Government and represents the interests of its members to government and the public.

PA is committed to the provision of a high standard of competition, safety and opportunity for paddling participation in Australia. This includes the development and delivery of the successful Canoe Slalom and Canoe Sprint Olympic and Paralympic programs and the six non-Olympic disciplines (Canoe Polo, Freestyle, Marathon, Ocean Racing, Wildwater and SUP), as well as recreational paddling.

PA is recognised by the International Canoe Federation (ICF); Oceania Canoe Association (OCA); Sport Australia (SA) and Australian Institute of Sport (AIS); Australian Olympic Committee (AOC) and Paralympics Australia. PA works in close partnership with the various State Institute and Academies of Sport (SIS/SAS) in delivering its high performance programs in Canoe Slalom, Canoe Sprint and Paracanoe. As the peak body for paddle related activity in Australia, PA works collaboratively with six (6) State Paddle Associations (SPAs), around 125 active clubs, seven (7) disciplines and approximately 12,000 members, instructors and coaches.

Operating in a commercial and inclusive manner with government, business and community, PA ensures the value of competitive and recreational paddling is understood and supported in all policy and business decisions.

Our Vision

A United Paddling Community.

Our Values

Collaboration - working respectfully together for improved outcomes

Inclusiveness - ensuring safe places, fair play and embracing diversity.

Transparency - building consensus through open engagement.

Excellence - striving at all times to deliver our best.

Our Participation Objective

An inclusive and active paddling community

POSITION OBJECTIVE

To support, manage and develop the Paddle Australia Membership & Events Portal to ensure stakeholder needs across the united paddling community are met and exceeded. To produce datasets and reports that demonstrate membership and other trends, providing insights to inform evaluation and continuous improvement initiatives across Paddle Australia and State Paddle Associations.

REPORTING STRUCTURE

This position reports directly to the Business Operations Manager.

Nil positions report directly to this position.

KEY STAKEHOLDER RELATIONSHIPS

This position will work closely with the following positions:

- Chief Executive Officer
- Business Operations Manager
- PA staff
- State Paddle Association Executive Officers and staff
- Administrators from Affiliated Clubs
- Members
- Digital system providers

PRINCIPAL DUTIES

- Add genuine value to the united paddling community through the ongoing management and development of the Paddle Australia Membership and Events Portal.
- Provide first level support, problem resolution and ongoing training for the Membership and Events Portal and other IT systems (as required) for staff, members, Clubs and State Paddle Associations, including responding to all phone and email enquiries in a professional and timely manner, conducting one on one and group training sessions as required.
- Develop and maintain comprehensive training materials and self-help user guides and videos for the Membership and Events Portal and other IT systems (as required).
- Manage all aspects of the annual membership renewal cycle including the development and implementation of a stakeholder communications plan, training and system configuration.
- Produce agreed monthly, annual and ad hoc membership (and other as required) data sets for reporting purposes and to provide insights to assist in embedding a culture of continuous improvement, informed by data, business intelligence and customer experience insights.
- Oversee and maintain member data quality, devising remediation strategies as required to ensure integrity of membership reporting.
- Manage the preparation and sending of Paddle Pulse, PA's monthly member newsletter.
- Manage Paddle Australia's main inbox and phone line, responding to and/or triaging emails and calls as required.

General

- Be aware of, understand and comply with PA Policies (current copies available on the PA [website](#)).
- Partner with and work effectively and collaboratively across PA to achieve organisational goals, targets and objectives.
- Proactively plan, manage, coordinate, track and run assigned tasks.
- Ensure documentation, including Operations Manuals, are kept up to date and in good order.
- Attend and participate in meetings and events as required.

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- Uphold and foster a culture of high performance, excellence and continuous improvement within PA.
 - Provide regular updates to the Business Operations Manager on progress and/or issues, as required.
 - Adopt continuous learning and improvement processes in all aspects of the position.
 - Undertake other reasonable tasks as delegated by Business Operations Manager.

KEY SKILLS & EXPERIENCE

Qualifications

- Relevant tertiary qualifications desirable.
- Current Working With Children Check, or the ability to obtain one.

Experience/Skill Level Required

- A minimum of 1 year experience in a relevant role.
- Medium to advanced skills in Microsoft Excel and PowerPoint.
- Experience with tools such as SQL would be viewed favourably.

Aptitude & Interpersonal Skills

- Strong professional communication (both verbal and written) and interpersonal skills.
- Strong ability to transfer information, skills and knowledge to others.
- Proactive, self-motivated and has a passion to achieve excellence.
- Capacity to establish the trust and respect of the internal and external stakeholders.
- Strong task management, multi-tasking and prioritisation skills to achieve deadlines.
- Ability to work with colleagues at all levels of the organisation.
- Ability to work well both within a team environment and autonomously.
- Show initiative when undertaking tasks.
- Strong task management and coordination skills.
- Committed towards undertaking duties efficiently with a strong attention to detail.
- Excellent internal and external stakeholder management.
- Professional personal presentation suitable for the position.
- Strong judgement and problem-solving skills.
- Ability to promote, interpret, communicate and work in accordance with the policies and procedures of the organisation.
- Ability to demonstrate an understanding of appropriate behaviours when engaging with children.

KEY PERFORMANCE INDICATORS (KPIs)

- Stakeholder (both internal and external) service and satisfaction.
- Accuracy and upkeep of information, documentation and advice given and reported.
- Following of instructions and completion of tasks in a timely, accurate and efficient manner.
- Satisfactory achievement of ongoing targets, goals and objectives as set by the Business Operations Manager and PA.

CHILD SAFEGUARDING

Paddle Australia is committed to protecting Children from harm. We require all applicants that will work with children to undergo an extensive screening process prior to appointment.

Please refer to Annexure C of the PA [Child Safeguarding Policy](#) (and the [South Australia Addendum](#) if applicable) for more information about recruitment and screening for child-related positions.

Signed by Employee: _____ Date: _____