

2025 Australian Masters Games

Position Description

Position title	Registration and Administration Coordinator
Location	Canberra, ACT
Status	12 Month Contract
Reporting to	General Manager – Australian Masters Games
Number of reports	Interns & Volunteers
Key focus areas	Registration, Administration and Accreditation
Employment conditions	Due to the nature of the role, out of hours and weekend work will be required, especially during event delivery periods

About the Games

During 18 - 25 October 2025, Australia's premier multi-sports festival, the Australian Masters Games (AMG) will be held in Canberra. The Games are expected to attract up to 7,500 participants and accompanying persons across a targeted sport program of 50+ sports.

Supervisor

AMG General Manager

Purpose of the Role

The Registration & Administration Coordinator will be responsible for the management of the Games registration system, participant registration queries, and accreditation for the 2025 AMG. You will also manage general Games administration and ensure the smooth operation of the office on a day-to-day basis.

This role is crucial in managing the Games registration system and assisting participants, sporting organisations and fellow staff with their system servicing requirements. The role is also responsible for managing production and distribution of accreditation passes to support the event.

You will also deliver a high-level of customer service to Games participants and Sport Convenors, acting as the first point of contact for all Games enquiries, whether face-to-face, by phone or online.

Duties

1. Oversee general event administration and the management of the Games office.
2. Act as the first point of contact (in person, by phone and online) for all Games enquiries, ensuring their effective and efficient resolution.

3. In conjunction with AGM GM, manage & maintain the online registration system, including the processing of Games registrations and weekly reporting of registration numbers.
4. Assist the Sport and Operations team in liaising with the online registration system provider to ensure its smooth operation.
5. Liaise with the Sport and Operations team to ensure that each Sport Convener has access to relevant and up to date participant, event and payment information.
6. Coordinate the finance reconciliation process associated with end of month and all key milestone dates in the registration phase of the Games.
7. Maintain registration filing systems, correspondence, and mailing lists.
8. Manage the collection, evaluation, and reporting of Games data pre and post Games as required.
9. Coordinate the production of accreditation passes for all Games participants.
10. Work with the AGM GM and Sport and Operations team on the layout, operation, and procedures for the Games Accreditation Centre.
11. Coordinate the checking, packing and distribution of all Games accreditation passes.
12. Supervise and manage the day-to-day operation of the Games Accreditation Centre during the Games.
13. Determine volunteer requirements for the registration period as well as the Games Accreditation Centre in coordination with the Workforce Coordinator.
14. Other duties as required.

Selection Criteria

1. Tertiary qualifications in Event or Sport Management are desirable but not essential.
2. Experience in mass participant event planning and delivery.
3. Experience in administration and/or office management.
4. Experience in managing complex on-line registration and entry systems, and event accreditation.
5. Demonstrated high level computer skills including office suite and social media platforms.
6. Demonstrated customer service experience and strong communication skills (written and verbal).
7. Ability to lead the administration, registration, and accreditation process of the Games to ensure operational outcomes are met.

Key Competencies Required

- **Planning and Organising** – Ability to prioritise tasks to meet daily, weekly and project targets. Organisational skills to arrange, develop and achieve outcomes within resource constraints.
- **Computer Skills** – Advanced word processing/data entry skills ensuring efficient and accurate processing of participant event and payment records, correspondence, documents, reports, etc. within required timeframes. Ability to learn new programs and use the internet with a high degree of ability.
- **Interpersonal Skills** – Excellent interpersonal skills resolving issues at the point of origin and facilitating efficient and productive relationships with stakeholders.
- **Communication Skills** – Demonstrated superior written and oral communication skills. Ability to effectively communicate at all levels and across all demographics.
- **Relationship Management** – Ability to foster effective working relationships with key stakeholders and leverage them to achieve positive outcomes.
- **Analytical and Process Skills** – Ability to interpret needs, interpret information (including data) and provide process support to various levels of the organisation.
- **Integrity** – Maintain legal, social, and organisational standards and values. Honour your commitments and take responsibility for your actions.
- **Flexibility and Resilience** – Ability to be flexible and deal calmly and consistently with demanding responsibilities and conflicting priorities.

- **Work practice** – Ability to work independently as well as in a project team. Being reliable and showing/taking initiative to positively influence the project. Having an outcomes focus.

Additional Information

- Salary TBC pa inc. superannuation.
- This is a contract position, commencing in November 2024 and concluding in November 2025.
- This position is advertised as a full-time role.
- All applicants must have the right and where required appropriate Visa to work in Australia for the duration of the contract period.
- The Games office is located in Canberra, ACT.
- The event industry has varied working hours, initially days will consist of regular business hours of Monday to Friday. As the event date draws closer and the workload increases, additional working hours will be expected, including some evenings or weekends. During the event you will be expected to work extended hours.
- All candidates should note that whilst the AMG is a modern and proactive employer, it is expected that the successful candidate will complete their duties primarily from the Games location. Any commute from the successful candidate's living location to the office site should be considered by the candidate regarding this role, especially when considering the Games-time period in October of 2025, when extended operating hours will occur.
- This is not a Government position; the employer is UniSport Australia which manages the Australian Masters Games.

Further Information

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