

## MEMBERSHIP & PARTICIPATION OFFICER

<b>Employer:</b>	Swimming WA
<b>Reports to:</b>	Development Manager
<b>Department:</b>	Membership and Participation
<b>Location:</b>	Beatty Park Leisure Centre North Perth, Western Australia
<b>Position Overview:</b>	<p>Swimming Western Australia (SWA) is the peak body for competitive swimming in Western Australia with its head office based at Beatty Park in Perth. Its key stakeholders are Western Australian swimming associations and Clubs, the Australian Swimming Coaches and Teachers Association (ASCTA), Swimming Australia Limited and other State Swimming Associations.</p> <p>SWA currently has 85 clubs and 12,300 registered members Statewide. Its members include swimmers, officials, administrators, volunteers and parents of athletes. SWA is responsible for the management and development of the sport from the State team at elite level through to “grass roots” community level participation.</p> <p>Swimming WA is a values based and performance driven organisation, which seeks talented people prepared to work hard to deliver the Swimming WA Strategic Plan.</p> <p>A close working relationship with affiliated bodies, the competitive swimming fraternity, and other relevant stakeholders will be essential to the successful achievement of this position’s objectives.</p>
<b>Core Responsibilities:</b>	<p>The Membership Officer works closely with relevant stakeholders, particularly providers of grassroots participation opportunities throughout Western Australia. This position assists Clubs to meet the needs and expectations of current and potential swimming Members.</p> <p>A primary outcome of the position is to deliver Member Services and support to Members of Swimming WA.</p>

<p><b>Key Duties:</b></p>	<ul style="list-style-type: none"> <li>▪ Implementing the Membership CRM by ensuring sound knowledge of all aspects of the software and processes, to support both internal and external stakeholders.</li> <li>▪ Representing and advocating the role of Swimming WA to existing and prospective Members.</li> <li>▪ Maintaining the Membership database in conjunction with requirements of Swimming Australia</li> <li>▪ Assisting Members with questions about membership, renewals, and benefits.</li> <li>▪ Working with the Membership &amp; Development Team to assist Clubs with membership related queries and growth strategies.</li> <li>▪ Ensure compliance of SWA Members with SWA policies and procedures as they apply to Clubs and individual Members,</li> <li>▪ Membership reporting as required – SWA and Swimming Australia (SAL)</li> <li>▪ Organising and performing membership activities and tasks at organisations, sponsored and industry-related events.</li> <li>▪ Maintain a system of filing and records keeping which is expedient and efficient.</li> <li>▪ Coordination of SWA functions, specifically the Club Conference</li> <li>▪ First line of communication for incoming phone enquiries</li> <li>▪ Sound knowledge of SWA and its functions to enable the appropriate delegation of enquiries</li> <li>▪ Outgoing mail</li> <li>▪ Other duties as requested.</li> </ul>
<p><b>Essential Criteria:</b></p>	<p>Candidates applying for this role must have the following:</p> <ul style="list-style-type: none"> <li>▪ An outcomes and performance based approach to achieving required tasks.</li> <li>▪ Proven administration skills to a high level in a sports environment.</li> <li>▪ Strong time management and the ability to meet deadlines and prioritise tasks.</li> <li>▪ Excellent interpersonal skills with the ability to evoke the cooperation of people including volunteers, coaches, schools and pool operators across a range of organisations.</li> <li>▪ Strong communication (written and verbal), relationship building and presentation skills.</li> <li>▪ Preparedness to be flexible in respect to work hours.</li> <li>▪ Willingness to undertake MPIO training</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Ability to work independently with excellent initiative.</li> <li>▪ A current Driver's Licence.</li> <li>▪ Working with Children Check (must have prior to applying for the role).</li> <li>▪ National Police Clearance (must have prior to applying for the role).</li> </ul>
<b>Hours of work</b>	This can be a fulltime or part-time position (0.8 FTE). Flexible working arrangements are available.
<b>How to Apply</b>	<p>Send a cover letter and resume outlining relevant experience and skills. The application also requires documentation which addresses each essential criterion listed in this document.</p> <p>Address to Swimming WA, Amanda Flood at <a href="mailto:Amanda.Flood@wa.swimming.org.au">Amanda.Flood@wa.swimming.org.au</a></p>
<b>When do applications close?</b>	9am Tuesday 28th September 2021
<b>Who do I contact if I have a query?</b>	To make an enquiry contact Amanda Flood on <a href="tel:0893284599">08 9328 4599</a> .