



Title:	Sport Development Officer – Member Services
Organisation:	Equestrian Queensland
Location:	Sports House Milton, Suite 1.05/150 Caxton Street, Milton Qld 4064
Employment type:	Full-Time
Salary:	Sporting Organisations Award 2020 – Clerical and administrative Staff – Grade 1-3 (determined upon Applicants experience)
Duration:	Permanent
Reports to:	Operations Manager

About Equestrian Queensland

Equestrian Queensland (EQ) a not-for-profit organisation, is the peak horse sports organisation for Queensland. Over 4000 individuals are currently members of EQ with more than 15,000 participants represented through more than 330 affiliated clubs/schools/show societies.

EQ supports seven (7) Equestrian Sport Committees – Dressage, Eventing, Show Jumping, Driving, Show Horse, Interschool and Vaulting. The Sport Committees are responsible for the ongoing development, technical education and management of their respective sport.

Drawing on the resilience and resourcefulness of our experienced and committed people, we work collaboratively and in partnership to overcome distance.

The mission of EQ is to *'promote, grow and develop equestrian sports in Queensland'*.

Our organisational values are an essential part of our vision and direction and define our culture. Our values are **Safety, Welfare of the Horse, Fairness, Accountability, Integrity and Respect** and are conveyed at <https://www.qld.equestrian.org.au/content/eq-values>.

We are committed to being an equal opportunity employer, building an inclusive and diverse workforce that reflects the members and community we serve.

The opportunity

Reporting to the Operations Manager, the Sport Development Officer will provide administrative, business and project support to enable the effective and efficient provision of service delivery to EQ members, partners and stakeholders.

Role and responsibilities

You will fulfil the accountabilities of this role in accordance with EQ's core values, the EQ Code of Conduct the EQ Customer Service Charter (found at <https://www.qld.equestrian.org.au/content/eq-values>) and as outlined below.

- Be the first point of contact when responding to incoming communication requests and enquiries by providing prompt, competent, consistent and courteous service via telephone and email.
- Contribute to effective teamwork by developing a detailed understanding of the roles and duties of other team members.
- Adhere to EQ's operational procedures and policies.
- Manage own work flow efficiently, negotiating priorities for deadlines where appropriate.
- Comply with administrative and operational processes, policies and procedures, and legislative guidelines while performing the role and relating to the delivery of quality services to members, committees and stakeholders.
- Actively display diligence, professionalism and confidentiality while handling sensitive information.
- Provide accurate and efficient administrative services utilising various software packages including word processing, spread sheeting and data input whilst ensuring that day to day activities align with business operations.
- Perform general administrative duties including, but not limited to, records maintenance, data entry and completion of forms and correspondence.
- Perform assigned duties (as per attachment 1) and any other tasks as required by the Operations Manager and /or CEO.

Key attributes

1. Understanding of sporting organisations

- Knowledge and understanding of the operations and governance within sporting organisations.

2. Quality focus

- Demonstrated ability to accurately maintain the currency of records, results, databases and websites.
- Demonstrated ability to efficiently and effectively complete tasks related to membership, results and horse registrations.
- Demonstrated knowledge of legislative guidelines relating to office and administrative procedures, processes and policies.

3. Communication and stakeholder management

- Ability to communicate with influence using effective communication and interpersonal skills to build and maintain effective working relationships with members and stakeholders.
- Well developed interpersonal and communication skills in engaging with all levels of the business including team members, the CEO, committee members, Board members, volunteers and stakeholders.
- Ability to work independently, and effectively and collaboratively in a small team.

4. Problem solving

- Demonstrated ability to effectively manage challenges to meet the needs of the business.
- Demonstrated ability to proactively research, report and present information to stakeholders as required or requested.

5. Health and safety

- Demonstrated compliance to Work Health and Safety requirements and ability to foster a safety-first focused culture.

Qualifications/Professional Registration/Experience

- Attainment, or studying towards, a Certificate III in Business Administration.
- Possession of a current:
 - Satisfactory Working with Children (Blue Card) Check, and
 - Satisfactory National Police History Check.

Additional Information

- For details regarding salary information, leave entitlements, flexible working arrangements and other benefits please refer to the National Employment Standards as detailed in <https://www.fairwork.gov.au/employee-entitlements/national-employment-standards> and the Sporting Organisations Award 2020 as detailed in <https://library.fairwork.gov.au/award/?krn=MA000082>
- Employees who are employed by EQ, may be required to undertake a period of probation appropriate to their employment. EQ decides on the length of the probation period.
- Applicants are required to disclose any pre-existing illness or injury which may impact on their ability to perform the role. Details are available in [Section 571 of the Workers' Compensation and Rehabilitation Act 2003.](#)

Attachment: Duty statement - Key duties

Understanding of sporting organisations

- Assist with the delivery of special projects as and when required
- Working closely with the Operations Manager to ensure small projects are completed from concept through to delivery, meeting the required timelines.
- Assist team members in performing tasks related to membership, results and horse registrations.
- Support the delivery of compliance and event entry checks for event organisers.
- Collate and publish event results for disciplines and seek timely supply of results from event organisers, including providing support in the collation and maintenance of the EQ Leaderboard across multiple disciplines.
- Provide administrative assistance as and when required to Sport Committees.
- Provide assistance in peak periods and when employees are on annual leave.
- Stock control – signage, equipment, bio-security,

Quality focus

- Contribute to improvement in business processes and practices.
- Accurately enter and extract information from records systems and computerised databases to process requests and ensure correct distribution.

Communication and stakeholder management

- Maintain and update the content on the website as required.
- Assist in maintaining the EQ calendar across all disciplines.
- Assist with the production of all marketing collateral including brochures, flyer and forms.
- Manage the bookings of meeting rooms.
- Manage the bookings of EQ equipment.

Problem solving

- Proactively research, report and present information to team members and members as required or requested.

Health and safety

- Contribute to a safe working environment, working collaboratively within a team environment.