

POSITION DESCRIPTION

ROLE: Digital Services Coordinator

DEPARTMENT: Commercial

ABOUT CAPITAL FOOTBALL

The ACT Football Federation (Trading as Capital Football) is the governing body for football and futsal in the ACT and surround region. Capital Football is comprised for 46 clubs with over 39,000 registered participants including players, coaches, referees and club administrators.

ATTITUDE AND BEHAVIOURS:

As your role within Capital Football includes operating as part of a team, you are expected to work as a team member, show appropriate behaviours and respect to all our employees and work with a spirit of co-operation.

Customer service is also a vital part of this role as you'll work closely with clubs, participants, Kanga Cup attendees and Canberra United members and ticket purchasers on a regular basis.

PRIMARY OBJECTIVE:

The Digital Services Coordinator role is a full-time position to oversee and manage the use of digital platforms across Capital Football's core functions of registration, competitions management, data analysis and stakeholder engagement.

The Digital Services Coordinator will seek to enhance the organisational efficiency of Capital Football and align our operations with modern digital platforms that deliver greater end user experience.

The Digital Services Coordinator will be the expert on all digital platforms, delivering training to staff and clubs, and being the point of contact for any related questions from the football community.

The Digital Services Coordinator will drive innovation at Capital Football, identifying online business platforms to make the organisation an exemplar of modern best practice.

SPECIFIC ACCOUNTABILITIES:

Digital Platforms

- Manage the business use of all digital platforms across registration, competition management, project management, stakeholder engagement and data analysis
- Work closely with FFA in the Play Football platform.



- Source platform for Kanga Cup use in registration and competition management.
- Regularly review the performance of all digital platforms, providing recommendations on enhancements and alternate providers.
- Proactively search for new digital platforms to enhance service delivery
- Performs all duties as directed by the Head of Commercial and CEO

Reporting

- Provide reports from the various digital platforms to inform invoicing, strategic planning and for use in Capital Football publications (i.e. club registration report, annual report)
- Provide monthly reporting on participation levels
- Run reports from our sponsorship platform ensuring all deliverables are met
- Develop consistent and regular survey schedule, and report on results and outcomes.

Engagement, Support and Training

- Be the point of contact for FFA for all Digital Services matters
- Be the point of contact for Capital Football clubs and stakeholders for all Digital Services matters
- Explore ways in which digital platforms used by Capital Football can enhance club operations
- Provide support and training to Capital Football staff and clubs across all digital platforms
- Liaise with external digital providers for Capital Football, this includes IT Support and the functioning of all devices in the office.

Innovation

- Manage best use of existing digital platforms to ensure efficiency and best possible user experience
- Review and recommend new platforms to further enhance efficiency and end user experience

Customer Service

- Provide exemplary customer service by providing helpful information, answering questions and responding to challenging situations. This includes local clubs, participants, Kanga Cup teams and participants, and Canberra United members and ticket purchasers.



KNOWLEDGE AND SKILLS

- Strong customer service background
- Ability to work with a variety of different stakeholders
- Familiarity with Play Football system
- Ability to export and analyse data
- Strong IT knowledge and ability solve problems
- Knowledge of G Suite
- Team Player
- Eligible to work in Australia
- Working with Vulnerable people compliant

APPLICATIONS

Please address all applications to Chief Executive Officers – Capital Football

Applications must be lodged by email to recruitment@capitalfootball.com.au no later than 13 December 2019.