

## Position Description: Appointments & Operations Officer

Instructions for Managers	Instructions for Employees
<ol style="list-style-type: none"> <li>1. Give a copy of Position Description to new employee.</li> <li>2. Give copy of signed Position Description to employee.</li> <li>3. Send signed original to Head Office to place on employee file.</li> </ol>	<ol style="list-style-type: none"> <li>1. Read the Position Description carefully.</li> <li>2. Ask if you need any information clarified.</li> <li>3. Keep a copy for you to use at work.</li> <li>4. This may change with the needs of the Business.</li> <li>5. Keep Manager informed of changes in the position</li> </ol>

WORK LOCATION	POSITION DETAILS	UPDATED
Football House, Deakin ACT	Full Time (38 hours/ week) Permanent	May 2025
POSITION OBJECTIVE		
<p>The Appointments &amp; Operations Officer is responsible for coordinating match official appointments across all Capital Football competitions, ensuring accurate and timely coverage for games. The role also provides vital administrative support to the referee department. This includes managing incoming enquiries via phone and email, maintaining up-to-date records and databases, and providing timely communication to match officials and stakeholders.</p> <p>This role is essential to the day-to-day operations of the department and plays a key role in ensuring the smooth delivery of officiating services across the football community.</p>		
PRIME RESPONSIBILITIES		
<ul style="list-style-type: none"><li>• Manage weekly referee and assistant referee appointments across all Capital Football competitions, ensuring fair, timely, and accurate allocations.</li><li>• Respond to phone and email enquiries, maintain department records and databases, and assist with internal and external communications.</li><li>• Coordination of logistics for referee seminars, courses, workshops and events including tournament and matches.</li><li>• Assist with the general functioning of the Referees Department, including uniform distribution, resource management, and event logistics.</li><li>• Maintain effective communication with match officials, club administrators, and internal staff to ensure operational needs are met and issues are resolved promptly.</li></ul>		
REPORTS TO		DIRECT REPORTS
Head of Referees		Nil
<div><div>General Manager</div><div>Head of Referees</div><div>Appointments &amp; Operations Officer</div></div>		
ABOUT US		
<p>Capital Football is the governing body for Football, including futsal, in the ACT and surrounding regions and is a member of Football Australia. Capital Football operates within a flexible team-based environment. There is an emphasis on multi-skilling and mutual support to allow staff to effectively achieve operational objectives. Individual staff members are encouraged to set personal development goals and assume ownership of work outcomes. Managers are expected to work together to achieve common goals and deliver on Capital Football's Strategic Plan.</p>		

ORGANISATIONAL VALUES	
<b>Accountable</b> Being transparent and taking ownership for behaviour, decisions, and actions.	<b>Ethical</b> Doing what's right, acting in the best interest of football, and displaying good sportsmanship.
<b>Inclusive</b> Providing the environment and opportunity across all forms of football for everybody of any ability.	<b>Respectful</b> Building trust by listening, accepting others for who they are and when they have a different view, and behaving courteously.
<b>Responsive</b> Acknowledging, acting, and responding in a timely and respectful manner.	<b>Unified</b> Alignment of purpose, philosophy, and pathways.
SKILLS AND PERSONAL ATTRIBUTES	
<ul style="list-style-type: none"> <li>Well-developed oral and written communication skills, with strong interpersonal abilities to work effectively in a team environment.</li> <li>Highly organised with excellent time management skills; able to prioritise tasks, adapt to changing demands, and work well under pressure.</li> <li>Self-motivated and able to work independently, demonstrating initiative and accountability in delivering high-quality outcomes.</li> <li>Proactive in identifying and solving problems, with a focus on continuous improvement and practical innovation.</li> <li>Dependable and committed, taking responsibility for actions and contributing positively to team and organisational goals.</li> </ul>	
SELECTION CRITERIA	
Essential	
<ul style="list-style-type: none"> <li>Have the right to work in Australia and hold, or ability to gain, an ACT Working with Vulnerable People Card. <i>(Evidence required)</i></li> <li>General understanding of football, with interest in the Laws of the Game and the role of match officials.</li> <li>Proven experience in logistical planning, including rostering and coordinating large-scale programs or activities.</li> <li>Strong organisational skills with the ability to manage multiple competitions and deadlines.</li> <li>Demonstrated ability to work both independently and collaboratively within a team environment.</li> <li>Experience working with volunteers to achieve shared goals.</li> <li>Proactive, solution-focused approach to problem-solving, particularly in time-sensitive or complex situations.</li> <li>Well-developed interpersonal and communication skills, with the ability to build and maintain effective relationships with a wide cross-section of the community.</li> <li>Proficient computer skills, including experience with Microsoft Office and maintaining spreadsheets and databases.</li> <li>Flexibility to work outside standard business hours, including evenings and weekends as required.</li> </ul>	
Desirable	
<ul style="list-style-type: none"> <li>Experience working in a sporting or officiating environment, with an understanding of football officiating pathways, competition structures, and referee development.</li> <li>Familiarity with Canberra's football competitions and the refereeing landscape at local, state, and national levels.</li> <li>Previous experience using appointment or rostering systems to manage personnel or match scheduling</li> </ul>	

### INDICATIVE DUTIES

Under the guidance of the manager, deliver operational priorities across the following areas:

#### Appointments & Operations

- Coordinate weekly match official appointments (and match payments) across all Capital Football competitions using systems such as Dribl.
- Liaise with referee technical group, assessors, and competition staff to ensure accurate coverage and timely resolution of appointment changes or conflicts.
- Maintain up-to-date records of appointments, availability, and match changes.
- Collaborate with the Competitions department to understand upcoming requirements and ensure smooth planning and delivery of matches and events.
- Coordinate venue bookings and support the planning and delivery of referee courses, workshops, and meetings.
- Manage operational logistics including uniforms, accreditations, passes, and travel for local and national pathway events.
- Assist with preparation and distribution of communications, newsletters, meeting agendas, and minutes.
- Contribute to and implement process improvements to enhance the referee experience.
- Maintaining and updating referee databases, ensuring accurate records of referee qualifications, experience, and availability.
- Prepare reports on referee performance, ensuring incident and send-off reports are completed and submitted in accordance with regulations.
- Identify and document issues or concerns raised by referees or stakeholders, promptly escalating them to the Head of Referees to ensure a fair and equitable resolution process.

#### General

- Serve as a key point of contact for referee-related enquiries via phone, email, and in person.
- Provide administrative support to the Head of Referees and relevant volunteer committees.
- Support referee recruitment, onboarding, and engagement initiatives.
- Assist with uniform distribution, equipment management, and stock control.
- Contribute to the day-to-day operations of the department through proactive problem-solving and collaboration.
- Undertake other duties as required by the Head of Referees or General Manager.

### APPROVAL

This position description has been reviewed and is considered to accurately reflect the requirements of the role and Capital Football.

Chief Executive Officer



Date June 2025

I hereby understand the requirements of the position and will fulfil the responsibilities of this role and Capital Football.

Employee Name

Employee Signature

Date