

Position Description: Head of Participation & Member Services

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

WORK LOCATION	POSITION DETAILS	UPDATED
Football House, Deakin ACT	Full Time (38 hours/ week) Permanent	June 2025
POSITION OBJECTIVE		
The Head of Participation & Member Services will lead the design, delivery, and evaluation of innovative, evidence-informed participation programs that grow and sustain engagement across all levels of the game. Central to the role is the development of initiatives that respond to community needs, create positive first experiences, and support lifelong involvement in football. The role also plays a critical part in working closely with local clubs to build their capacity, strengthen member services, and ensure consistent, high-quality support for all participants, coaches, referees, volunteers, and other stakeholders. All programs and services will be community-driven and aligned with the strategic objectives of the organisation.		
PRIME RESPONSIBILITIES		
<ul style="list-style-type: none">• Design, deliver, and evaluate participation programs that drive recruitment, retention, and re-engagement across all ages, stages, and formats of the game.• Work collaboratively with local clubs to build their capacity through targeted support, education, and resources that enhance their ability to deliver quality football experiences.• Lead the development and delivery of member services, ensuring a positive, consistent, and responsive experience for all participants.• Use data and insights to inform program development and decision-making, including monitoring trends, identifying participation gaps, and measuring impact against strategic goals.• Foster inclusive and accessible participation opportunities, with a focus on underrepresented groups and alignment with national frameworks and strategic priorities.• Develop and maintain strong stakeholder relationships, including with Football Australia, local government, schools, and community partners to grow the game and extend the reach of participation initiatives.		
REPORTS TO	DIRECT REPORTS	
General Manager	Participation Coordinator Events Coordinator Digital Systems Coordinator Inclusion Officer (PT)	
<div><div>Chief Executive Officer</div><div>General Manager</div><div>Head of Participation & Member Services</div><div>Participation Coordinator</div><div>Digital Systems Coordinator</div><div>Events Coordinator</div><div>Inclusion Officer (PT)</div></div>		

To provide high quality experiences for everyone involved in football in all its forms.

ABOUT US	
Capital Football is the governing body for football and futsal in the ACT and surrounding regions and is a proud member of Football Australia. Operating within a dynamic and collaborative team environment, Capital Football promotes flexibility, multi-skilling, and mutual support to achieve its operational and strategic goals. Staff are encouraged to take ownership of their work, pursue personal and professional development, and actively contribute to a culture of continuous improvement. Managers work collectively to align efforts, share responsibility, and drive the successful delivery of Capital Football's Strategic Plan.	
ORGANISATIONAL VALUES	
Accountable Being transparent and taking ownership for behaviour, decisions, and actions.	Ethical Doing what's right, acting in the best interest of football, and displaying good sportsmanship.
Inclusive Providing the environment and opportunity across all forms of football for everybody of any ability.	Respectful Building trust by listening, accepting others for who they are and when they have a different view, and behaving courteously.
Responsive Acknowledging, acting, and responding in a timely and respectful manner.	Unified Alignment of purpose, philosophy, and pathways.

SKILLS AND PERSONAL ATTRIBUTES
<ul style="list-style-type: none"> Well-developed oral and written communication skills, with strong interpersonal abilities to work effectively in a team environment. Highly organised with excellent time management skills; able to prioritise tasks, adapt to changing demands, and work well under pressure. Self-motivated and able to work independently, demonstrating initiative and accountability in delivering high-quality outcomes. Proactive in identifying and solving problems, with a focus on continuous improvement and practical innovation. Dependable and committed, taking responsibility for actions and contributing positively to team and organisational goals.
SELECTION CRITERIA
Essential
<ul style="list-style-type: none"> Have the right to work in Australia. <i>(Evidence required)</i> Hold, or ability to gain, an ACT Working with Vulnerable People Card. <i>(Evidence required)</i> Tertiary qualifications in sport management, community development, education, or a related field (or equivalent experience). Demonstrated experience in the design, delivery, and evaluation of participation programs within a sporting, community, or membership-based organisation, with a proven track record of driving growth and engagement. Strong understanding of grassroots sport and club environments, including the challenges and opportunities facing volunteer-led organisations, and the ability to develop strategies and tools that support their sustainability and success. Excellent stakeholder engagement and relationship management skills, with the ability to work collaboratively across diverse internal and external groups, including clubs, schools, local government, and national sporting bodies.

<ul style="list-style-type: none"> • Proven leadership and team management capabilities, including the ability to develop and motivate staff, manage competing priorities, and deliver results in a fast-paced, member-focused environment. • Strong analytical and problem-solving skills, with experience using data and insights to inform decision-making, evaluate program impact, and improve service delivery. • A commitment to inclusion, diversity, and community development, with an understanding of how to create accessible participation opportunities that meet the needs of underrepresented groups. • Excellent written and verbal communication skills, including the ability to prepare clear reports, program plans, and member communications. • Willingness to work weekends and evenings as required, with the ability to work independently and contribute positively to a team environment.
Desirable
<ul style="list-style-type: none"> • Knowledge of the football ecosystem in Australia, including the structures, programs, and strategic priorities of Football Australia and Member Federations. • Experience in developing or managing digital tools or platforms that support participation growth, member engagement, or club development (e.g. registration systems, e-learning, data dashboards). • Experience securing and managing funding or partnerships to support community sport or participation initiatives, including grants, sponsorships, or government programs.


INDICATIVE DUTIES
<p>Deliver operational priorities across the following areas:</p> <p>Participation</p> <ul style="list-style-type: none"> • Design and oversee the delivery of participation programs and initiatives across schools, clubs, and community settings to drive growth and engagement. • Collaborate with Football Australia and other stakeholders to align local initiatives with national strategies and programs (e.g. MiniRoos, Walking Football, Sporting Schools, Female Football Week). • Coordinate school and club-based initiatives that promote and grow community football. • Conduct regular evaluation of participation programs to ensure they meet the needs of participants and key stakeholders. • Develop and implement monitoring and evaluation frameworks to measure the impact of participation programs and inform continuous improvement. • Support inclusion and diversity objectives by ensuring programs are accessible, culturally responsive, and inclusive of underrepresented groups. <p>Member Services</p> <ul style="list-style-type: none"> • Collaborate with clubs to build capacity and support the creation of inclusive, welcoming environments for all participants. • Work with clubs to identify development needs and provide targeted support in areas such as governance, volunteer management, and program delivery. • Lead the development of resources, toolkits, and support materials to assist clubs in delivering quality football experiences and improving member retention. • Contribute to the planning and delivery of workshops, forums, and training opportunities for club administrators and volunteers. • Build and maintain strong relationships with schools, government and community organisations to expand participation pathways and access points. • Manage the operational delivery of member services, including registration systems, communications, and enquiry resolution processes.

Leadership & Operations

- Lead a team, manage workflows, timelines, budgets, and reporting obligations related to participation and member services programs.
- Contribute to the development of budgets, operational plans, and project plans for participation initiatives.
- Operate within the allocated annual budget and ensure adherence to financial guidelines.
- Contribute to communications and planning by maintaining accurate content across digital platforms and providing data and insights to support reporting and strategic initiatives.
- Support the delivery of major events and programs, including Kanga Cup and Finals Month, as directed.
- Perform general administrative duties as required (e.g. filing, phone calls, document preparation).
- Undertake other duties as assigned by the General Manager, or CEO.

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 _____