

POSITION DESCRIPTION

Position title: **Sports Administrator**
Reports to: Events Director
Office location: Cambridge, New Zealand
Employment Status: Full time, permanent
Direct reports: Nil

CYCLING NEW ZEALAND OVERVIEW

Cycling New Zealand is the National Sports Organisation for all cycling codes in New Zealand in the interests of; Road & Track, Mountain Bike, BMX, and Schools Cycling. Cycling New Zealand is on a journey to share our story and grow public awareness of Cycling as an exciting and vibrant sport where Kiwi's succeed.

Our Purpose ***Unlocking people potential***
Our vision ***A thriving community across the sport of cycling***

ORGANISATIONAL VALUES

INTEGRITY	We are honest and transparent, uncompromising in our commitment to strong moral and ethical principles
RESPECT	We celebrate our community, we lead through our actions
INNOVATION	We constantly look at working smarter and more efficiently seeking improvement in all we do
EXCELLENCE	We aim high in everything we do, striving to be better in all we do
COLLABORATION	We connect to achieve our purpose, we build trust in our relationships

KEY PURPOSE OF ROLE

- To oversee the effective membership management systems and processes, ensuring they are delivered in a streamlined, cost effective and customer focused way.
- To support the delivery of events within the Cycling New Zealand portfolio by coordinating and supporting key event operational and administrative functions.

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KEY FUNCTIONS OF THE ROLE

1. Membership and Licence

- Deliver a seamless membership join / renewal process for Cycling New Zealand members including club affiliations, domestic and international licencing and trade teams.
- Manage the regular (at least quarterly) monitoring and reporting on membership numbers and trends.
- Drive continuous improvement of the membership experience, including monitoring and reporting on membership interactions, identifying opportunities to refine processes and / or digital tools for better outcomes for members.

2. Relationships and Servicing

- Show leadership in championing customer service excellence across the organisation.
- Manage relationships with relevant business partners and key suppliers, driving optimal outcomes and support frameworks for Cycling New Zealand and its members.
- Deliver best in class customer service across all member interactions and membership functions, in alignment with Cycling New Zealand's customer experience vision.
- Work collaboratively with Member Organisations to meet member service's needs.

3. Event Delivery

- Attend events to support set up/pack down and general event operations during the events.
- Organise contractors to manage specialised services as required.
- Organise event travel and logistics for attending staff and event officials.
- Ensure health and safety planning is adhered to.
- Manage the entry system and associated administration requirements (online and other).
- Respond to event emails and phone queries.
- Ensure accurate records and trophies are maintained.
- Oversee Commissaire administration and requirements (including uniforms and licensing).
- Prepare event programmes and event manuals.
- Prepare post event surveys, debriefs, and reports.
- Ensure events are delivered and managed within the agreed budget and the payment/receipt of funds are processed in a timely manner.
- Identify expenses and fees suitable for external funding partners.
- Support the Event and Media Team in creating and delivering marketing and communications plans for each event including initiatives to increase athlete entry, dissemination of information, promote spectator attendance, sponsorship promotion and ensure 'on the day' coverage is planned and executed to an appropriate level using mainly social media platforms.

4. Special Projects

- Undertake special projects from time to time as agreed with the Chief Executive and/or Events Director.

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KEY RELATIONSHIPS

1. Internal

- Cycling New Zealand staff
- HPSNZ Athlete Support
- Cycling New Zealand members
- Member Organisation's regional and club bodies

2. External

- Sport NZ
- HPSNZ
- Home of Cycling
- Union Cycliste Internationale (UCI)
- CNZ appointed contractors
- Targeted event venue operators
- Targeted Event Organisers

KEY PERSON SPECIFICATIONS

1. Qualifications and Experience

- Qualifications in administration or similar.
- Experience in managing a high workflow inbox.
- Exceptional data entry and computer literacy.

2. Knowledge and Skills

- Exceptional customer service skills.
- Strong relationship building skills.
- Ability to interpret strategy into actions.
- Ability to understand multiple complex eco-systems.
- Knowledge of cycling, ideally competitive cycling and/or knowledge and experience working in competitive sporting environment is desirable.

3. Competencies and Behaviours

- Display the highest levels of integrity and commitment.
- Strong relationship builder across many differing stakeholders and partners
- Integrity to maintain and promote ethical and professional standards including maintaining confidentiality and diplomacy in dealing with matters of a sensitive nature.
- Tolerance for stress to maintain stable positive performance while under pressure.
- Adjust behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress.

4. Physical Capabilities

- Manual handling (up to 10kg)
- Bending & twisting
- Sitting for long periods
- Keyboard, mouse and monitor operation (approx. 7 hours per day)
- Standing for long periods
- Vehicle driving

5. Safety, Health & Environment

- Comply with the Company's Safety, Health & Environment procedures and follow all instructions.

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- Take reasonable care for your own safety as well as the safety of others.
- Identify and immediately report any hazard/ incident/ accident in line with procedures.
- Actively and constructively participate in discussions to resolve Safety, Health & Environment issues.

6. Key notes:

- Given the nature of sport, it is likely this role will be required at times to work out of normal business hours including evenings and weekends.
- This role may require both domestic and international travel.