

Role title:	Online Services Manager
Reports to:	Head of Community & Member Services
Area:	Competitions
Roles that report to this role:	Online service coordinators
Functional Relationships:	FNSW Management and Staff, Branches, Associations, Players, Referees, Football Australia, Clubs, external suppliers
Location:	Glenwood, Sydney

Position Objective:

To facilitate the efficient registration of players and clubs into the PlayFootball system and to ensure details are uploaded consistently and accurately.

Coordinate ongoing training sessions for staff and clubs regarding system operation.

Assist in the delivery of reports and training of staff to be able to generate reports

Duties and Responsibilities

- Support clubs and associations in their operations of PlayFootball to ensure the information is accurate and updated in a timely manner
- Establishing and maintaining close relationships with Football Australia (FA) regarding recommended enhancements for the system
- Manage, assist and support clubs and associations in using PlayFootball website and competition management systems
- Strategic planning of the use and development of the systems to support internal and external stakeholders
- Maintaining and establishing strong relationships with stakeholders to ensure they are appropriately and are regularly using the systems
- Coordinating training sessions for FNSW internal staff and stakeholders
- Ensure players are registered according to the PlayFootball and National Registration, Status and Transfer Regulations
- Work with suppliers and FA to resolve any technical issues experienced with both systems
- Producing and analysing registration data as required
- Work with the Data Analyst to facilitate the data requirements of FNSW.
- Producing reports, analysis of data with designated timeframes
- Leadership and Professional Development of the Online Services staff
- Update training manuals and learning materials to support the use of systems
- Ad-hoc duties as requested by the Head of Community and Member Services

Selection Criteria (Specified skills, knowledge, experience and education)

- Tertiary qualifications or relevant experience in database management
- Knowledge and experience in managing and maintaining online data systems
- Experience in delivering education and training sessions
- Ability to support staff and oversee the personal development requirements of the Online Services Staff
- Technically competent in MS Office Suite (Outlook, Word, advanced Excel, PowerPoint)
- Excellent written and verbal communication skills
- Demonstrated ability to deliver excellent customer service
- Ability to resolve issues and resolve disputes
- Demonstrated ability to work with a wide range of stakeholders
- Ability to effectively prioritise and execute tasks within defined time frames
- Ability to take the initiative and consider ways to further enhance the use of systems and databases
- Professional and proactive attitude
- Ability to effectively prioritise and execute tasks within a defined time range
- Ability to work autonomously and within a team environment

OTHER REQUIREMENTS

- Flexible work hours may be required from time to time including night and weekend work
- Working with Children Number for paid workers
- Commitment to FNSW values, behaviours and culture
- Current driver's license

VALUES AND BEHAVIOURS

- Provide strong leadership
- Build trust via integrity, transparency and accountability
- Behave professionally and act as a team member
- Maintain customer focus at all times and be passionate about improving football

WORK HEALTH SAFETY RESPONSIBILITIES

- Comply with health and safety legislation and company policies and procedures, including the WHS System.
- Take reasonable care that their acts or omissions do not adversely affect their health or safety, and/ or that of other persons.

Must report all hazards, incidents and near misses to their managers as soon as practically possible to ensure the health and safety of themselves and that of others in the workplace, including contractors and third parties.