



## **JOB DESCRIPTION – RELATIONSHIP OFFICER**

### **Position Overview:**

The Relationship Officer is responsible for

- Providing administration support to the organisation;
- Building relationships and assisting in the provision of quality customer services to Member Clubs, members, volunteers and stakeholders.

Reporting to the Operations Manager, the Relationship Officer oversees the key areas of Coaching, Junior Development and Event Support, whilst providing administrative support to management and relationship building with Member Clubs and Associations.

### **Reporting Arrangement:**

Position reports to the Operations Manager.

### **Duties:**

As part of the Operations team you will be primarily responsible for relationship management and development of the game in specific areas, but not limited to, as follows:

#### **Game Development**

- Coaching
- Officiating
- Junior Development – GetBowledOver Program
- Elite Athlete Program
- People with Disabilities
- Night Owls
- Whole of Sport IT System
- Training Centre
- Tournaments and Events
  - SA Super League
  - State Events
  - Senior Supa Series

#### **Relationship Management**

- Employ effective problem solving, utilising inter-personal, verbal and written skills to communicate with members to ensure consumer satisfaction and confirm that all queries are satisfactorily dealt with in a timely manner.
- Attend to preparation of correspondence and notices.
- Contribute to marketing and promotions through areas such as the Bowls SA website, Facebook and SA Bowler; including the ongoing maintenance of these communications.
- Manage the successful delivery of Bowls products and programmes.

- Build credible and customer focused relationships with 30-40 clubs annually. Understand the challenges their clubs face and work proactively to help them find local, regional and national solutions to unlock the club's potential, inclusive of redevelopment.
- Develop and leverage external partner relationships with both public and private sector organisations such as Office of Recreation and Sport, Health Department, Local LGA, Star Club Officers, Facility Providers and Commercial Sports Operators to influence the delivery of Bowls within the region and to gain support for Bowls Australia and Bowls SA projects at Association and Club level.
- Build credible and outcome focused relationships with the school sport infrastructure to support the delivery of high performing club school links.
- Delivery of annually agreed targets and objectives and monthly reports against agreed targets within the area delivery plan.
- Research, create and follow up on potential new business opportunities, partnerships and amalgamation of facilities when required.
- Work with BSA colleagues to develop a local area delivery plan and use feedback and data to improve BSA products and services.
- Promote, market and achieve agreed targets on Bowls SA products and resources e.g. Bowls Fest, development of the game.
- Ensure that there is an effective two way communication process between the National Governing Body State Governing Body and all its partners and stakeholders.
- Prepare reports and communications for the Bowls SA website, regional newsletter and other Bowls publications, inclusive of reporting to the Bowls SA CRM.

### **Work, Health & Safety**

- Be familiar with and comply with all requirements under the WH & S Policy.
- Ensure that any known accidents or breaches of the WH & S Policy and Act are dealt with promptly and accurate reports are completed and referred to Bowls SA management and the appropriate authorities as required.

### **Other Duties**

- Attend to telephone calls and personal visitors seeking specific information in relation to areas of responsibility and provide backup to other staff as required.
- Assist in dealing with other general enquiries relating to Bowls SA services and information.
- Assist Chief Executive Officer and Operations Manager when requested and other duties and responsibilities as may be required by management.
- Contribute to marketing and promotion, identifying income and partnership streams for the sport and servicing of sponsors.
- Contribute to weekly Team Meetings.
- Provide reports to Management and Committees as required.