

POSITION DESCRIPTION

Position Title:	Membership Officer
Location:	State Equestrian Centre, 303 Cathedral Avenue, Brigadoon
Report to:	CEO
Position Status:	Full-time Contract, 38 hours per week,
Remuneration:	<p>\$45,632 per annum plus superannuation.</p> <p>The use of your personal vehicle, and expended costs for that vehicle will be calculated at .78c per kilometre, or by mutual agreement on specific travel.</p> <p>Salary sacrifice superannuation and salary packaging is offered.</p> <p>The position is classified under Schedule A – Classification item A4.1 of the SOA as Administrative Staff Grade 3</p> <p>Superannuation will be as per the Superannuation Guarantee to be paid into your chosen superannuation fund.</p> <p>There will be 4 weeks paid annual leave per annum taken at a time that is mutually agreeable. No more than 6 weeks annual leave may be accrued at any one time.</p> <p>There will not be additional leave as per Clause 25.2 of the SOA as the salary is paid at above Award conditions.</p> <p>There will not be leave loading as per Clause 25.3 of the SOA as the salary is paid above Award conditions and includes an allowance for leave loading that is not less than which the award provides.</p>
Award, Terms, Conditions:	The position comes within the <i>Sporting Organisations Award 2020</i> (SOA) and the <i>National Employment Standards</i> (NES) which are the minimum terms and conditions for the position unless otherwise specified.

About Pony Club WA

Pony Club is a world-wide not-for-profit grass roots organisation dedicated to providing opportunities for young people who are interested in horses, ponies, and riding.

Pony Club WA is the State Sporting Association responsible for the delivery of Pony Club to over 3,000 members in Western Australia. There are currently 57 clubs throughout the State which provide the core volunteer base for delivery of the sport.

Pony Club provides an environment in which a young rider can develop knowledge and mutual friendships with other riders. The association encourages participation by providing all members with the opportunity to be involved in riding activities, regardless of their riding ability or the quality of their mounts.

All instruction is based on the Pony Club Australia Syllabus of Instruction and after completion and examination of the required standards, proficiency certificates are awarded.

Pony Club sports include Active Riding, Dressage, Eventing, Hickstead, Hunter Trials, Showjumping and Tetrathlon. State Championship Events are held for the discipline of Active Riding, Dressage, Eventing, Showjumping and Tetrathlon.

Pony Club WA is a not-for-profit association governed by an independent Board of Directors.

Position Overview

Reporting to the CEO, the Membership Officer will possess well developed administrative skills in general office procedures and the use of modern office technology. This includes and not limited to Cloud based applications such as Microsoft 365, Internet phone systems, Outlook, online databases, and other platforms. The position will require an advanced use of Excel for one of the primary functions.

Pony Club WA is committed to providing training and personal development opportunities for team members, including on-the-job and external. We offer a flexible workplace including the opportunity to work from home for part of your work week and flexible starting times.

The key roles are to assist our clubs and members with membership services and advice, managing the membership platform and provide guidance around usage, and managing our Sports Leader Board which is very popular with our members. Compliance management of educational certification and Working with Children Records. Sales for merchandise and books. Liaising with the insurance company to assist members claims and club enquiries. Some limited evening and weekend work will be required.

The Membership Officer will work collaboratively with other staff, Pony Club WA clubs, committees, and other stakeholders to achieve the above.

Position Description

Member Services	KPI
<ul style="list-style-type: none"> Assist clubs and members in the use of our online membership platform MyPonyClub 	As required
<ul style="list-style-type: none"> Administration of MyPonyClub platform 	As required
<ul style="list-style-type: none"> Membership checks 	Completed as requested
<ul style="list-style-type: none"> Photographer approvals 	Completed as requested
<ul style="list-style-type: none"> manage incident and accident reports, and maintain Excel spreadsheet 	Spreadsheet maintained and up to date
<ul style="list-style-type: none"> Assist clubs with compliance with government legislation, child safety and Pony Club WA and Pony Club Australia rules 	As required

Leaderboard	KPI
<ul style="list-style-type: none"> Maintain Leaderboard results on Excel spreadsheet 	Results maintained
<ul style="list-style-type: none"> correspond with clubs and committees to encourage participation with Leaderboards 	All clubs, committees and stakeholders consulted
<ul style="list-style-type: none"> send emails to riders and members regards Leaderboard 	Emails sent
<ul style="list-style-type: none"> manage the collection of levies and recording in Xero accounts package in conjunction with accounts officer 	All levies accounted for and entered in Xero
<ul style="list-style-type: none"> Upload progress results to website 	Up to date weekly
<ul style="list-style-type: none"> Arrange end of year awards for Leaderboard winners 	Awards determined

Products	KPI
<ul style="list-style-type: none"> Fulfill book orders 	100% fulfilled
<ul style="list-style-type: none"> administration of certificates through MyPonyClub, produce certificates and post 	100% fulfilled
<ul style="list-style-type: none"> fulfill merchandise orders 	100% fulfilled
<ul style="list-style-type: none"> work with Marketing Officer to identify new shop products 	As required
<ul style="list-style-type: none"> Maintain stocks 	Stock levels sufficient
<ul style="list-style-type: none"> reconciling online sales records and membership sales records. 	Finance records are 100% accurate.

General and Other Duties	KPI
<ul style="list-style-type: none"> • First point of contact via phone and general email 	Answer calls within 3 rings, 100% return of voicemail and emails
<ul style="list-style-type: none"> • Assist with Pony Club WA office functions such as Awards Night, AGM, and events as needed. Will require after hours or weekends occasionally 	Attendance and assistance at 80% of functions
<ul style="list-style-type: none"> • Produce a report on statistics using template provided monthly 	Report received monthly
<ul style="list-style-type: none"> • manage the mail in/mail out 	As required. Mail log maintained.
<ul style="list-style-type: none"> • maintain relevant sections of the Pony Club WA website 	All sections up to date
<ul style="list-style-type: none"> • Other duties as reasonably requested 	As required

Selection Criteria

Essential

- Creative and innovative team player with a 'can do' attitude.
- Outstanding communication skills, both written and verbal.
- Self-starter, high level of initiative, and can multi-task
- Commitment to customer service (internal and external).
- Highly detail oriented with strong organisational, compliance and time management skills.
- Calm individual who can operate under pressure, deadlines, and the demands of a busy office environment.
- High level of proficiency in Microsoft Office Suite applications including Word, Excel, Outlook, PowerPoint.
- Driver's licence and own vehicle.

Desirable

- Experience within the Pony Club WA club system and an understanding of equestrian sport.
- Experience with and understanding of working with volunteer committees.
- Working knowledge of other software such as Xero accounting, website maintenance, or membership platforms

Application and Enquiries

To apply please email ceo@ponyclubwa.asn.au.

Applicants must include a cover letter outlining why they would be a 'good fit' for the position advertised (in word format) and a resume.

Further information is available by contacting Rick Gill on 9296 1500.