

POSITION DESCRIPTION

POSITION TITLE	Competition & Operations Support Officer
DESIGNATION	Casual engagement (Approx. 10 hours p/w in peak periods)
REPORTS TO	Goulburn Murray League Board
LEAGUE	Goulburn Murray League
DIRECT REPORTS	Nil

Purpose

The Competition & Operations Support Officer provides flexible, practical support to the Competition & Operations Lead during seasonal peak periods and for agreed league activities. The role assists with competition administration, registrations, match-day requirements, events, communications and record keeping to help deliver reliable football and netball operations.

Operating context

- Work under the direction of the Competition & Operations Lead and within approved league procedures, priorities and delegations.
- Provide additional capacity during peak periods, including registrations, grading, fixtures, finals, representative programs and events.
- Work variable hours based on operational needs, which may include evenings and weekends.
- Maintain clear boundaries between support tasks, decision-making responsibilities and independent financial processing.

Day in the life – what you will be responsible for

Competition and program support

- Assist with fixtures, grading, registrations, permits, clearances, results and match-day administration.
- Enter and maintain accurate competition, participant and results information in relevant systems.
- Prepare match paperwork, team and club communications, checklists and operational resources.
- Support finals, league events, representative football and netball programs, presentations, medals and trophies.
- Escalate competition issues, rule interpretations, complaints and exceptions to the Competition & Operations Lead.

Club and stakeholder support

- Respond to routine enquiries from clubs, volunteers and officials using approved information and processes.
- Provide practical assistance with registrations, competition systems and documented self-service resources.
- Maintain professional and timely communication with football, netball and umpiring stakeholders.
- Refer sensitive, complex or unresolved matters to the Competition & Operations Lead.

Administration and records

- Maintain accurate records, registers, contact lists, action lists and shared documents.
- Assist with meeting papers, minutes, operational reports and follow-up actions when requested.
- Support website, social media, annual report and stakeholder content approved by the Competition & Operations Lead.
- Provide complete and timely operational information required for authorised invoicing, payments or reporting, without independently processing or approving financial transactions.

Events and seasonal operations

- Manage sponsorships, commercial partnerships and related agreements to deliver partner obligations and support the League's financial sustainability.
- Assist with event set-up, venue requirements, accreditation, signage, equipment, presentations and pack-down.

- Support match-day and finals operations in accordance with approved run sheets and responsibilities.
- Undertake agreed project and peak-period tasks that improve service continuity and competition delivery.

Key relationships

- Competition & Operations Lead
- Goulburn Murray League Board and delegated committees
- League clubs, administrators, coaches, volunteers and officials
- Umpire groups and relevant football and netball stakeholders
- AFL Victoria, Netball Victoria and other relevant sporting bodies
- Casual employees, contractors, volunteers and independent service providers

Experience and capabilities

- Experience in sport, competitions, events, customer service or community administration is desirable.
- Sound organisational skills and the ability to complete accurate work within seasonal deadlines.
- Clear written and verbal communication and a practical, service-focused approach.
- Confidence using competition management, registration, document management and standard office systems, or the ability to learn quickly.
- Ability to follow documented processes, maintain confidentiality and recognise when a matter requires escalation.
- Ability to work cooperatively, take direction and complete agreed tasks with appropriate independence.
- Availability for variable hours, including evening and weekend work during peak periods.

Performance outcomes

- Allocated competition and operational tasks are completed accurately and on time.
- Competition systems, records and shared documents remain current and reliable.
- Clubs and stakeholders receive clear, consistent and practical support within the role's authority.
- Finals, events and representative programs receive effective seasonal and match-day support.
- Issues and exceptions are identified early and escalated appropriately.
- The Competition & Operations Lead has improved capacity to focus on leadership, decision-making and higher-risk operational matters.

Authority and role boundaries

- The role does not hold independent authority to vary competition rules, approve exceptions, make disciplinary decisions or commit league expenditure.
- The role must act within approved instructions, delegations, systems and documented processes.
- Matters involving risk, safeguarding, complaints, disputes, privacy, finance or policy interpretation must be promptly referred to the Competition & Operations Lead.

General requirements

- Represent the Goulburn Murray League professionally and act in the best interests of football and netball.
- Maintain confidentiality, integrity, respectful working relationships and accurate records.
- Comply with applicable policies, rules, by-laws, safeguarding requirements and lawful directions.
- Hold and maintain any checks, licences or accreditations required for the duties assigned.
- Undertake other reasonable duties consistent with the purpose and level of the role.

Child safety

The Goulburn Murray League is committed to providing safe and enjoyable environments for children and young people. The successful candidate must comply with the League's child safety policies, codes of conduct and recruitment screening requirements, including any Working with Children Check, background and reference checks required for the role.