

CLUBS, MEMBERSHIPS AND PARTNERSHIPS MANAGER POSITION DESCRIPTION

Position Title	Clubs, Membership and Partnerships Manager
Function / Team	NSW Triathlon
Employment type	Full time
Reports to	NSW Triathlon CEO
Direct reports	Nil
Award / Classification	Sporting Organisations Award 2020
Location	Hybrid WFH / Surry Hills Office Location
Date of effect	October 2025
About the Organisation	<p>Our Purpose</p> <p>Enable more people to enjoy more triathlon and multisport experiences, in more places.</p> <p>Our Vision</p> <p>Creating a happier, healthier, and more connected nation through triathlon and multisport experiences.</p>
Position purpose	<p>About the role</p> <p>The Clubs, Members & Partnerships Manager plays a key role in strengthening the triathlon community across NSW by leading initiatives that support clubs, grow membership, deliver value to members, and build strategic partnerships. This role drives connection between athletes, clubs, commercial partners, and key stakeholders to ensure NSW Triathlon continues to thrive as an inclusive, community-driven sport.</p>
Key Responsibilities	<p>Key Responsibilities</p> <p>The following responsibilities are indicative and not exhaustive.</p> <p>Clubs & Membership</p> <ul style="list-style-type: none"> Provide oversight and accountability for all local club and membership initiatives.

- Actively work to further develop the club network in NSW, engaging new volunteers to grow the community into new markets and new regions.
- Support and guide clubs with the organisation's multi-level membership CRM system.
- Act as the first point of contact for new clubs, members, and enquiries, ensuring smooth onboarding and connection to affiliated clubs.
- Proactively market and engage new databases and new members into NSW based clubs.
- Develop and implement initiatives that engage current members and deliver greater value across all membership categories.
- Deliver recognition programs, including the end-of-season awards ceremony, celebrating athletes, members, partners, and volunteers.

Competitions & Programs

- Lead delivery of the NSW Interclub Leagues, including results management, website maintenance, and communication to clubs and members, ensuring the series provides value through local rivalries, recognition, and retention opportunities.
- Coordinate and support state-based programs, initiatives, workshops, and seminars that drive club development and member engagement.
- Support NSW operational delivery and coordinate activations at events as required.

Partnerships & Stakeholder Engagement

- Manage relationships with NSW-based commercial Race Directors to deliver mutually beneficial opportunities and promotions, including offers to One Day Licence athletes.
- Develop partnerships with organisations that align with increasing physical activity, health, and community participation.
- Grow the quality and quantity of NSW Triathlon's sponsorship portfolio.
- Maintain positive stakeholder relationships to strengthen collaboration and identify potential funding opportunities.

Reporting & Governance

- Provide regular reporting and updates to the NSW Triathlon Board.
- Assist the CEO with preparation of Board Reports, Annual Reports, and other governance requirements.

<p>Key Performance Indicators</p>	<p>Measures of Success</p> <p>Performance in this role will be assessed against, but not limited to, the following outcomes:</p> <ul style="list-style-type: none"> • Contribute directly to the delivery of NSW Triathlon’s Operational Plan and KPIs, including growth of a diverse and engaged network of clubs and members. • Expand and enhance the NSW Triathlon sponsorship portfolio in both quantity and quality. • Achieve improvements in club and member satisfaction, leading to stronger acquisition and retention outcomes. • Successfully coordinate and deliver key programs and initiatives that support participation and community engagement. • Identify and activate opportunities to grow club affiliation, participation, and membership across NSW. • Ensure accurate collection and reporting of participation data to meet statistical, funding, and grant acquittal requirements.
<p>Key Behaviours</p>	<p>Key Behaviours that define our charter and guide how we behave:</p> <ul style="list-style-type: none"> • Unity: All elements of the Australian triathlon community plans, delivers, monitors and reviews our core business together, in an honest, respectful and transparent manner, generating a positive culture for the benefit of the sport. • Accountability: Everything we do helps us achieve our purpose. We do what we say we will do, when we say we will do it. • Courage: We are always open to new ideas and different ways of thinking; we are prepared to be challenged, to be flexible and to make big decisions to achieve our purpose. We deal with non-perfect situations with resilience and honesty; and we have an opportunity mindset. • Enjoyment: We are all involved in triathlon and multisport because we love it! Our involvement should be fun and we need to remember this. • Inclusivity: We welcome and embrace all elements of the diverse Australian community into our sport. We are a multisport community, from all walks of life, inclusive of all backgrounds, ages, genders, cultures and ability levels and we are representative of contemporary Australian society.

<p>Key relationships</p>	<p>Internal</p> <ul style="list-style-type: none"> • New South Wales Triathlon CEO • New South Wales Triathlon Staff • New South Wales Triathlon Board • AusTriathlon Sport Services Team <p>External</p> <ul style="list-style-type: none"> • NSW Triathlon Club Committees • NSW Triathlon Members • Race Directors operating locally in NSW or surrounds. • State Government & Local Government • Technical Officials and Coaches • Potential or current sponsors
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SELECTION CRITERIA

<p>Essential selection Criteria</p>	<p>Previous Experience:</p> <ul style="list-style-type: none"> • Demonstrated experience working within community or grassroots sport, including engagement with local clubs, volunteers, and members. • Experience in program delivery, events, or participation initiatives is highly desirable. • Proven experience working with multi-level membership databases or CRM systems to manage member information, track participation, and support club operations. Ability to train and support others in using these systems effectively. • A high level of computer expertise covering word processing, presentation software, database skills and Microsoft Office. <p>Stakeholder and Relationship Management:</p> <ul style="list-style-type: none"> • Demonstrated ability to build and maintain strong relationships with clubs, members, commercial partners, and key stakeholders. • Experience managing diverse stakeholders with competing priorities while achieving organizational outcomes. <p>Program and Project Delivery:</p> <ul style="list-style-type: none"> • Proven experience in planning, coordinating, and delivering programs, events, or initiatives that increase participation, engagement, and member satisfaction.
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	<ul style="list-style-type: none"> • Strong organizational skills, with the ability to manage multiple projects simultaneously and meet deadlines. <p>Membership Growth and Retention:</p> <ul style="list-style-type: none"> • Experience in strategies to grow and retain membership in a community or sporting environment. • Ability to develop initiatives that provide value to members and encourage engagement. <p>Commercial and Sponsorship Management:</p> <ul style="list-style-type: none"> • Demonstrated experience in developing and managing sponsorships or commercial partnerships. • Understanding of how to create mutually beneficial partnerships that align with organizational goals. <p>Communication Skills:</p> <ul style="list-style-type: none"> • Excellent written and verbal communication skills, including the ability to produce reports, presentations, and marketing content. • Ability to communicate effectively with a range of audiences, including board members, partners, and community groups. <p>Leadership and Teamwork:</p> <ul style="list-style-type: none"> • Experience leading or working collaboratively in a small team environment. • Ability to motivate and support others to achieve outcomes in a community-focused setting. <p>Data and Reporting Skills:</p> <ul style="list-style-type: none"> • Ability to collect, analyse, and report on data relating to participation, membership, and program outcomes. • Experience using data to inform decision-making and demonstrate impact. • A high level of computer expertise covering word processing, presentation software, database skills and Microsoft Office. <p>Passion for Sport and Community Engagement:</p> <ul style="list-style-type: none"> • Genuine interest in promoting sport, healthy lifestyles, and community engagement. • Understanding of the value of grassroots sport in driving long-term participation and social outcomes.
<p>Other requirements</p>	<ul style="list-style-type: none"> • Consistent adherence to all obligations and legislative requirements regarding Child Safety, Working with Children and Sport Integrity. NSW Triathlon is committed to protecting Position Description 08/2025 Children from harm. We require all applicants that will work with Children to undergo an extensive screening process prior to appointment.

	<ul style="list-style-type: none">• Must be able to demonstrate an understanding of appropriate behaviours when engaging with Children/Young People.• You must be an Australian/New Zealand citizen or hold permanent residency, or right to work in Australia.• Flexibility to work outside normal business hours, including weekends and evenings, to attend club meetings outside of business hours and meet organisational needs.
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