

<p>POSITION TITLE</p>	<p><b>Consumer and Community Trainee - Gold Coast Suns FC</b></p> <ul style="list-style-type: none"> <li>• Bachar Houli Employment Program Traineeship</li> </ul>
<p>ABOUT THE ROLE</p>	<p><b>ABOUT THE ROLE</b></p> <p>AFL SportsReady currently has an exciting position available for someone wanting to pursue a career in the sports industry. As the successful applicant, you will:</p> <ul style="list-style-type: none"> <li>• Be employed by AFL SportsReady</li> <li>• Work on-site with the Gold Coast Suns FC</li> <li>• Study for an accredited qualification: Business</li> </ul> <p>This role is a full time traineeship which has been offered through the AFL Bachar Houli Employment Program to support young aspiring adults of Muslim background to gain employment across the football industry.</p> <p><i>*This action constitutes an equal opportunity measure under section 105 of the Anti-Discrimination Act 1991 (Qld)</i></p> <p>Workforce participation is a pivotal issue impacting the Australian Muslim community, especially Muslim young people. To help assist Muslim young people make that step into employment, the Federal Government has provided funding support for 10 traineeships for Muslim young people to work across the AFL industry over a 12 month period to gain critical work experience and job skills. The AFL in turn has partnered with AFL SportsReady together with the Gold Coast Suns Football Club to offer a unique traineeship opportunity as part of the Bachar Houli Employment Program.</p> <p>This position has responsibility for the delivery of competent and professional reception and administrative services to the office of the Gold Coast Football Club. The position also involves the execution of daily duties related to the achievement of sales targets, key department KPI's and the effective administration and servicing of members.</p> <p>The successful applicant will be legally employed by AFL SportsReady, but will work on-site with the Gold Coast Suns Football Club and receive an accredited Certificate III Business qualification (on successful completion).</p> <p>For more information about the host employer, please visit <a href="http://afl.com.au">afl.com.au</a></p> <p><b>WHY SHOULD YOU WORK WITH US?</b></p> <p>AFLSR's traineeships are the best way to fast-track your career. AFLSR will provide you with the real skills and experience needed to succeed when first starting your career.</p> <p>As the successful applicant, you will:</p> <ul style="list-style-type: none"> <li>• <b>GET PAID:</b> Earn while you learn (National Training Wage)</li> <li>• <b>GET EXPERIENCE:</b> Real work-place experience with the Gold Coast Suns FC</li> </ul>

- **GET NETWORKED:** Build a network of key industry contacts
- **GET EDUCATED:** Combine work with education and study for a fully funded qualification
- **GET SUPPORTED:** Dedicated AFL SportsReady staff members (Field Officers and Educators) will support you every step of the way
- **GET INTO UNI:** Direct entry and course credit to one of our University partners (Conditions apply, visit University partners for details)
- **GET A HEAD START:** Experience + Education + Networks

## **DUTIES & RESPONSIBILITIES**

### **Customer Care Centre support**

- Answer telephone promptly and professionally from 9.00am to 5.00pm using standardised GCFC greetings.
- Assist the management the phone system including all recorded messages and manage the messaging system to ensure that all calls are monitored and recorded.
- Sort daily mail delivery and distribute to staff by 9.30am.
- Collate all outgoing mail daily by 4pm to be ready for collection.
- Assist reception with incoming and outgoing deliveries, ensuring that documentation is accurately completed and filed; forward incoming deliveries to the relevant recipient in a prompt manner.
- Ensure meeting rooms are left tidy after each meeting and are clean at the end of every day
- Contribute to a culture of teamwork by providing backup administrative support to the office staff as required.

### **Office Administration**

- Support the ordering and stock control of all office stationery in line with department budgets
- Support the ordering and stock control of all cleaning consumables in line with departmental budgets
- Manage the storeroom and its inventory behind reception
- Assist with GCFC general enquiries email

### **Drive Membership Sales & Administration**

- Take ownership and be responsible for achieving individual and team set sales and revenue targets related to all membership and add on products.
- Assist with sales calls to prospective and existing members
- Assist with daily operational elements of the membership department
- Administration of membership processing and annual reserved seat sales through a variety of channels; phone, email, mail, or face to face.
- Assist with in house membership fulfillment and ensure internal card printing is set up for production
- Recording of all member and fan information, feedback and follow up within the customer database ensuring data integrity is maintained.
- Financial reconciliation of EFTPOS, cash, cheque and money order membership payments within database and department banking
- Assist the department debt recovery process

### **Customer Service**

- Deliver a high level of customer service to all members and fans

- Respond and resolve customer queries, feedback and issues in accordance with department standards
- Distribution of information and products as requested in accordance with department standards

**Other**

- Attendance at and assistance with the coordination of match day and member events as directed by Membership Manager
- Any other duties as directed by the Membership Manager

**KEY RESPONSIBILITIES – COMMUNITY**

**Support the Club’s Community Academies, including but not limited to;**

- Multicultural engagement programs

**Assist with the execution of Gold Coast SUNS School Programs**

- Assist with the administrative requirements of the clubs school engagement program
- Assist with the administrative requirements of the Multicultural Schools Program to over 600 students per annum
- Prepare footballs and booklets for staff/players for school visits and Carnival Days
- Assist the preparations for all Carnival Days
- Maintain and account for all stock used throughout both programs

**Assist with the Donation & Requests process**

- Prepare supporter packs and provide to D&R team
- Undertake a monthly stocktake on all items available to the Community Department

**Increase the awareness of community programs through internal mediums**

- Update Community board to ensure staff are aware of current community events

**Assist with major Community projects on an ongoing basis, examples include;**

- Community Camp
- Homeless Connect
- Junior Club AFL key activity
- Gold Coast Multicultural Celebration Program

**SELECTION CRITERIA**

**Essential**

- Ability to organise time effectively and work under pressure
- Good interpersonal skills, including ability to bring people together , a commitment to open & honest communication
- Sound organisational skills, attention to detail and ability to prioritise work, multi-task and meet tight time frames with an enthusiasm to achieve the best results
- Experience in handling cash is preferable
- Ability to maintain confidentiality and security in all aspects of the business

	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Australian Citizenship or permanent residency.</li> <li>• Sound written and verbal communication and interpersonal skills</li> <li>• A level of empathy that drives a desire to make a difference in the community through the clubs community programs</li> <li>• A strong personal brand, including displaying a strong set of values, integrity and a commitment to professionalism and accountability</li> <li>• Friendly and enthusiastic</li> <li>• A team player who will contribute to team goals</li> <li>• Knowledge of AFL is desirable but not essential</li> </ul> <p>This position requires a Working with Children Check. If successful, AFL SportsReady will assist in your application.</p> <p><b>SALARY</b></p> <p>As the successful candidate, you will receive:</p> <ul style="list-style-type: none"> <li>• National Training Wage + Superannuation</li> <li>• Fully funded qualification</li> </ul> <p><b>MORE INFORMATION</b></p> <p>People with tertiary qualifications need not apply. Current university applicants may have to defer their studies to be eligible for this traineeship.</p> <p>Position is best suited to a(n):</p> <ul style="list-style-type: none"> <li>• Recent secondary school leaver</li> <li>• Applicant of Muslim background</li> </ul> <p>Applications for this position will close: Friday , 15/02/2019, 5PM and must include:</p> <ul style="list-style-type: none"> <li>• A cover letter telling us a bit about yourself and your career ambitions.</li> <li>• A resume / CV</li> </ul>
HOST EMPLOYER	Gold Coast Suns FC
LOCATION	Carrara
JOB TYPE	Full-time traineeship
SECTOR	Business
PREFERRED CANDIDATE	<ul style="list-style-type: none"> <li>• Recent secondary school graduates</li> <li>• Applicant of Muslim background</li> </ul>
CLOSING DATE	Friday, 22 February 2019, 5PM