

POSITION DESCRIPTION

POSITION TITLE	NETBALL SERVICES COORDINATOR
ORGANISATION	Netball NT
REPORTS TO	CEO
EMPLOYMENT TYPE	Full time
LOCATION	Sitzler Netball Centre, Marrara Darwin
KEY RELATIONSHIPS	Venue Manager; Participation Officer; Head of Netball; Finance Officer; Marketing & Communications; Member Associations; Clubs; Schools; Coaches; Umpires

ABOUT NETBALL NT

Netball NT is the peak body for netball in the Northern Territory, leading the development and promotion of the sport across communities throughout the Territory.

Working closely with Associations, clubs, schools and community partners, we grow participation and strengthen pathways for players, coaches, officials and administrators. Our focus is building an inclusive, connected and sustainable netball community across the NT.

1. POSITION PURPOSE

The **Netball Services Coordinator** provides central operational coordination across Netball NT's activities, ensuring bookings, scheduling, registrations, education sessions, club and association services, program logistics and supporting systems are organised, accurate and delivered efficiently.

The position connects the operational requirements of the Venue, Participation Head of Netball functions, ensuring information flows effectively across NNT.

The Netball Services Coordinator organises the work — they do not own the strategic, technical or developmental purpose of the work.

Detailed procedures, systems, workflows, templates and operational instructions will be contained in the Netball Services Coordinator Position Handbook.

2. KEY RESPONSIBILITIES

2.1 NETBALL OPERATIONAL COORDINATION

- Coordinate the operational requirements of NNT's netball activities.
- Maintain a central operational calendar covering bookings, programs, education sessions, competitions and events.
- Coordinate information and requirements across Venue, Participation and Pathways & Programs.
- Maintain consistent processes for bookings, registrations, scheduling and activity administration.
- Identify and follow up operational issues and ensure they are referred to the appropriate person.
- Support the smooth and timely delivery of NNT activities.

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2.2 BOOKINGS AND SCHEDULING

- Coordinate venue, team, school, program and education bookings.
- Maintain accurate booking information and communicate changes promptly.
- Liaise with the Venue Manager regarding facility availability and requirements.
- Identify and resolve routine booking conflicts.
- Ensure booking information required for invoicing is complete and provided to Finance.

2.3 CLUBS, ASSOCIATIONS AND SCHOOLS

- Provide a central point of contact for routine administrative enquiries.
- Coordinate routine communications, information requests and follow-up.
- Support team nominations, registrations and associated administration.
- Provide training and support for clubs and associations for member database functions.
- Provide timely information to clubs, associations and schools and follow up outstanding matters.

2.4 COACH AND UMPIRE EDUCATION ADMINISTRATION

- Coordinate registrations, scheduling, attendance and logistics for coach and umpire education sessions.
- Liaise with presenters and participants.
- Maintain appropriate education and accreditation records.
- Coordinate venue, equipment and other session requirements.
- Support communication and promotion of education opportunities through accurate information.

The Head of Netball retains responsibility for the technical content, development framework and outcomes of coach and umpire development.

2.5 PROGRAM AND EVENT SUPPORT

- Coordinate the operational requirements of approved programs, clinics and events.
- Arrange schedules, equipment, venues and other logistics.
- Coordinate casual coach appointments for approved clinics and programs.
- Compile participant and activity records.
- Confirm arrangements with coaches, presenters, schools, clubs and other stakeholders.
- Support event administration and logistics.

2.6 UNIFORMS AND SUPPLIES

- Coordinate uniform orders and supplier liaison.
- Maintain stock and distribution records in conjunction with Finance Officer.
- Coordinate distribution of uniforms and approved merchandise.
- Provide relevant information to Finance and program/pathway staff.

2.7 SYSTEMS, RECORDS AND REPORTING

- Maintain accurate operational records, calendars, registers and databases.
- Develop and maintain practical administrative systems, templates and processes.
- Ensure information is recorded consistently and kept current.
- Provide routine operational reports and information to the CEO and relevant staff.
- Identify opportunities to improve systems, reduce duplication and streamline administration.

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2.8 FINANCE AND COMMUNICATIONS SUPPORT

- Provide relevant information to Finance and Marketing & Communications.
- Ensure information relating to bookings and activities is accurate and current.
- Support effective information flow across NNT.

3. OTHER DUTIES

The position may be required to undertake other reasonable duties consistent with the level, skills and purpose of the position and Netball NT's operational requirements.

This position description will be reviewed periodically to ensure it remains aligned with NNT's strategic priorities, organisational structure and operational needs.

4. KEY DELIVERABLES AND PERFORMANCE MEASURES

The Netball Services Coordinator provides reliable operational follow-through. NNT staff and stakeholders can rely on the position to know what is happening, what is required, what has been completed and what requires follow-up.

Specific annual targets and measures may be established through the employee's annual performance plan.

5. SELECTION CRITERIA

ESSENTIAL

- Demonstrated experience in administration, coordination or a similar operational role, preferably involving multiple activities, stakeholders or competing priorities.
- Strong organisational and time-management skills, with a high level of accuracy and attention to detail.
- Effective written and verbal communication skills, with the ability to provide professional and responsive service to a range of stakeholders.
- Ability to work independently and collaboratively, exercise initiative, solve routine problems and follow established processes.
- Competence in Microsoft Office and digital systems, with the ability to maintain accurate records and learn new systems.
- Commitment to confidentiality, safeguarding, WHS and NNT's values and policies, including the ability to obtain and maintain an NT Ochre Card and National Police Check where required.

DESIRABLE

- Experience in sport, community recreation, education or a member-based organisation.
- Experience working with clubs, associations, schools or volunteers.
- Experience with booking, registration, membership or competition systems.
- Knowledge of netball or community sport.

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6. SAFEGUARDING, WHS AND ORGANISATIONAL RESPONSIBILITIES

The position is required to:

- Comply with Netball Australia's safeguarding requirements and Netball NT policies and procedures.
- Maintain appropriate professional boundaries when working with children and young people.
- Report safeguarding concerns in accordance with NNT procedures.
- Comply with WHS requirements and report hazards and incidents.
- Maintain confidentiality and protect organisational and participant information.
- Contribute to a safe, inclusive and welcoming environment.
- Act consistently with Netball NT's values and organisational standards.