

Basketball Australia Position Description

Title	Customer Success/Partnership Coordinator
Type	Fixed term, full time
Reports to	Business Development Manager
Working Arrangements	Hybrid arrangements – working on site at State Basketball Centre Wantirna South and remotely (at home, in line Policy which may change from time to time or in agreement with your manager)
About Basketball Australia	<p>At Basketball Australia (BA) it is our vision that basketball will be the sport of choice for Australian families in the 21st century. As the governing and controlling body of basketball in Australia, we are a not-for-profit business who works closely to grow the sport with our basketball members, the eight state and territory basketball associations.</p> <p>At BA we manage our elite national teams (Boomers & Opals, Rollers & Gliders plus men’s and women’s 3x3), our Centre of Excellence facility, elite competitions including Australia’s longest running women’s competition, the Women’s National Basketball League (WNBL), major international competitions, annual national junior championship events as well as Australian basketball’s official junior game development program and other national programs and events.</p> <p>Underpinned by our values BA strives to be recognised as a truly gender equal, all abilities, community sport that has a defined pathway to greatness and to be viewed as one of the most successful basketball nations on earth.</p> <p>The Basketball Australia Strategic Plan (2021-2024), the Diversity and Inclusion Framework and the Women and Girls Strategy is critical in representing the way we work and bringing our mission to life.</p>
Core Purpose	<p>This customer focused will create and maintain a successful customer experience for our partners by coordinating the delivery of our commercial obligations.</p> <p>The Coordinator will maintain a strong, collaborative working relationship with appointed client/partner and provide on-going communication and visibility on desired outcomes & progress.</p> <p>The Coordinator plays a crucial role in assisting in the achievement of BA’s strategic growth objective, ‘Commercial growth’.</p>
Key Responsibilities	<ul style="list-style-type: none"> • Maintain communication with our commercial partner and provide information in relation to progress of implementation plans • Be an advocate for our partner and a conduit within BA to achieve the outcomes of the agreement • Administer the agreement and collaborate with key internal stakeholders and assets to deliver on agreed outcomes • Document monitor and plan through our internal processes and communicate that to internal stakeholders • Prepare a WIP report, organise meetings, report on progress, document outcomes and follow up on actions • Resolve standard issues as they arise aiming for a 24hrs initial response (resolution in timely manner based on request) • Regularly communicate with partners in relation to access to and sharing of BA products and collateral where it is part of the commercial arrangement • Assist (where asked) in the outlaying of partner campaigns that promote basketball, support fan engagement, drive attendance and enhance fans’ experiences. • Support planning and presentation for pre-sale, post-sale and renewal of commercial partners • Coordinate, with the Marketing and Basketball Operations department to arrange delivery of all commercial collateral requirements, e.g. clothing, event signage, media back drops etc. • Weekly 1:1 with Commercial Lead • Will flag success and roadblocks on accounts and advise the commercial lead/b • Process invoices and within established frameworks • Represent BA as required at external functions, domestic or international if required

Qualifications & Experience	<ul style="list-style-type: none"> • 2-3 years' experience in customer success role, client services, relationship management role or similar • Experience in coordinating and communicating with internal and external stakeholders and documenting actions and delivery plans • Experience in communicating and coordinating in tight timeframes and managing multiple priorities • Experience in managing stakeholders with competing agenda's and expectations
Key Success Measures	<ul style="list-style-type: none"> • Coordinates the deliverables of the partnership agreement • Maintains WIP documents and coordinates meetings • Effectively communicates with internal stakeholders and maintains respective relationships • Achieves goals in the Employee Performance Review & Development Plan
Skills and attributes	<ul style="list-style-type: none"> • Excellent communication • Highly organised • Customer focussed • Team player first and foremost • High level of attention to detail • Solution focussed • Successful and effective communicator • Problem solver who can devise practical solutions
All Employees will	<ul style="list-style-type: none"> • Model and lead our values and mission • Act in accordance with all BA policies and protocols which change from time to time • Be committed to maintaining a safe and healthy workplace. • Act consistently with our Employee Code of Conduct. • Be flexible and responsive and prepared to step-up in times of need
Key Working Relationships:	<ul style="list-style-type: none"> • Commercial partner • Executive General Managers – BA • High Performance team – BA • Marketing and Communications team • Head of WNBL • Head of Women in Sport • All participation related areas • State and Territory Basketball Associations
Other relevant information	<p>Given the nature of the role, some after hours or weekend work may be required at times as needed by the CEO.</p> <p>This position may require occasional limited domestic travel.</p>
Working with Children	<p>As part of your duty, you must recognise that children and young people require special care and attention to feel safe and you will be committed to protecting and prioritising the safety of children and young people involved in Basketball programs and services.</p>
Citizenship/Visa	<p>You must be an Australian citizen, have permanent residency status or a visa permitting you to work in Australia. You are required to notify the Head of P&C if your right to work in Australia ceases.</p>
What do we value	<p>Our Values Trust And Transparency, Integrity And Honesty, Professionalism, Accountability And Results.</p> <p>Our Diversity Message Basketball Australia leads the way in promoting and supporting diversity through our voice, our actions and by working with our stakeholders in increasing the appeal of basketball as a safe, fair, and inclusive sport at all levels and in all ways.</p> <p>Our aim is for Basketball Australia to represent the wide-ranging backgrounds of the basketball community, and to understand their experiences. We welcome people from all backgrounds to our board, committees, staff, players, officials, and volunteers.</p>

Our Culture Message

Lead by our Values we are committed to striving for an environment where we feel proud to belong, supported by a culture of inclusion and respect. We provide a welcoming, safe, and flexible approach to work and provide an environment that benefits from and enables the best from everyone.

Our Safety Message

Basketball Australia aims to provide children and young people with a positive and enriching environment that promotes their social, physical, or emotional development. We are committed to safeguarding children and young people in our care and ensuring that they feel safe and are safe. We expect representatives of the organisation, regardless of their role or level of responsibility to support such an environment.