

SOFTBALL NEW ZEALAND

JOB DESCRIPTION

JOB TITLE

Business Support Administrator

PURPOSE

To deliver high-quality administrative assistance and operational coordination, enhancing overall business efficiency and contributing to the achievement of organisational targets.

SPECIFIC DUTIES & RESPONSIBILITIES

National Team Support Responsibilities:

- Collaborate with Softball NZ's travel provider and national team management to coordinate bookings for accommodation, travel, equipment, and training camps.
- Work with team managers and Softball NZ's apparel supplier to organise team outfitting.
- Assist in preparing and managing team budgets.
- Act as the main contact for national team managers within Softball NZ

Funding:

- Collaborate with the Chief Executive to determine funding requirements, obtain quotes, and apply to various funding bodies. Ensure funding responsibilities are fulfilled and reported.

Manage Relationships and Contracts, including:

- Insurance
- Vehicle and property leases
- IT services
- Travel agency

Office Support:

- Primary contact for IT support for staff
- Coordinate staff travel and accommodation bookings
- Support internal communications
- Oversee Softball's CRM
- Provide administrative support to the Chief Executive
- Manage Softball NZ's generic email
- Implement efficient office procedures to optimise activities
- Provide recruitment support

Other:

- Perform additional duties as needed to support team or organisational goals.

GENERAL DUTIES & RESPONSIBILITIES

- Be punctual and work the hours and times specified.
- Prioritize workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required

by the business.

- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfillment of the duties, responsibilities, obligations, and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

SKILLS, EXPERIENCE & EDUCATION

Skills:

- Strong organisational and project management skills with the ability to manage multiple tasks simultaneously
- Excellent communication skills, both written and verbal
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) and CRM systems
- Basic understanding of IT troubleshooting and support
- Ability to work independently and as part of a team
- Strong interpersonal skills with the ability to build and maintain relationships with diverse stakeholders
- High level of attention to detail and accuracy
- Problem-solving skills and the ability to adapt to changing circumstances

Experience:

- Minimum of 3 years of experience in a similar support role, preferably within a sports organisation or related field
- Experience in funding applications and reporting
- Experience in coordinating travel logistics, including accommodations and transportation
- Experience in managing relationships and contracts
- Prior experience providing administrative support to senior executives