

## Job Description

<b>POSITION TITLE:</b>	Database Administrator (0.6 FTE)
<b>LOCATION:</b>	Auckland
<b>RESPONSIBLE TO:</b>	Commercial and Marketing Manager
<b>REPORTING RELATIONSHIPS:</b>	Direct reports: NIL Works closely with: ALL internal staff

Responsible to the Commercial and Marketing Manager, the Database Administrator provides operational leadership for Athletics New Zealand's database management platform. This is a pivotal role as the first point of contact with our Clubs, Centres and individual members through their interaction with the database management platform. This role provides analysis and reporting for the wider organisation, as well as upskilling staff and other administrators in this area, and email communications to members, Clubs, and Centres.

### Duties include:

- Responsible for the management of Athletics NZ's database platform for membership and participation; ensuring accurate and quality data, and providing reporting, insights and analysis.
- Building strong relationships with Clubs, Centres and members that use the database management platform; acting as the first point of call for all member related queries and providing information, knowledge and support to users of the system.
- Upskilling Clubs, Centres and ANZ staff on realising the full capabilities of the database management platform.
- Setting up event and competition registrations including NZ Championship competitions, Rotorua Marathon and third party events as requested.
- Management of administration around the various membership groups including coaches, officials and non-member participants

### Key external relationships include:

- Clubs, Centres and members
- Event organisers
- Database system provider

## KEY RESPONSIBILITIES:

### Database Management System

- To oversee and administer all facets of the Athletics New Zealand national database which includes membership data (athletes, coaches, officials, volunteers, parents etc), participant data (competition and event entrants) and supporters/fans.
- To provide reports, insights and analysis that meets the Athletics NZ's needs, including for example, regular membership summary reports.
- To assist with the transition to a new/updated database management platform, including providing training, support and advice for clubs and regions
- To maintain the data to a high standard of accuracy: manage regular data cleansing, correcting details, removing duplicates etc. ensuring the data is up to date, and work with Centre and Club Administrators to maintain this across all regions and clubs where possible.
- To manage the set up and roll out of membership registrations, liaising with Clubs and Centres, and manage the Club affiliation process in a timely manner, liaising with clubs and regions as required.
- To liaise with the Commercial and Community Teams regarding ways to increase engagement with our audiences through the platform.
- To work closely with the Finance Team regarding financial information that is required from the platform, such as membership revenue and stats, refunds, online registration income, online shop etc. and help solve issues relating to these areas.
- To liaise with the system provider on database issues and maintain regular two-way contact to manage any issues and ongoing system improvements.

### Competitions and Events Registration set up

- To set up online entry and registration for all National Championship competitions and other events such as Rotorua Marathon that are hosted within the platform
- To provide support and guidance for online entry and registration for training and events (e.g. workshops) for admin set up and/or participants as required
- To provide support to the Competitions Coordinator if required around competitions/events e.g., export of entry lists, Rotorua Marathon participation information

### Club, Centre and Member Communication and Marketing

- To provide support to Club and Centre Administrators relating to their use and understanding of the membership management system.
- To respond to membership-related queries from Centres, Clubs and members.
- To write and distribute email communications to members and clubs, particularly regarding on-boarding, retention and renewal
- To provide data lists to the Community and Commercial teams for marketing campaigns and general communications, which may include member, non-members, participants and expired members etc

### Website Support

- To be an additional support to manage the back end of Athletics New Zealand's website's CMS in relation to club support and information, membership, events etc

### COMPETENCES/EXPERIENCE

- Sound experience in database management and digital platforms
- In-depth understanding of membership management systems
- Experience in managing migration and roll out of a new database platform and/or project management experience
- Process and systems driven with an eye for detail
- Highly organised, approachable and collaborative working style
- Excellent problem-solving, interpersonal and communication skills with an ability to build relationships with a variety of people
- Ability to work autonomously and as part of a wider team
- A passion for sport, as well as demonstrated empathy in a volunteer environment
- Ability to work well with our volunteer club administrators