

Position description

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| Position title | Member Services Program Coordinator |
| Location | Gold Coast office preferred, dependent on applicant |
| Status | Full time |
| Reporting to | Manager – Member Services |
| Number of reports | Nil |
| Key focus areas | Member Networking and Knowledge Sharing, Student Voice, Equity and Inclusion, Sustainability |
| Salary package | \$70,000pa plus Employer Superannuation component. |
| Employment conditions | Interstate and intrastate travel may be required. UniSport time in lieu standards apply. Due to the nature of UniSport business, out-of-hours and weekend work may be required. |

UniSport Australia is the peak governing body of university sport in Australia

UniSport Australia (UniSport) is a member service organisation. We strive to promote and foster the importance of university sport as an integral part of university life at 40+ member universities, who collectively represent more than one million students nationwide. Our primary focus is providing expertise and leadership in university sport. We aim to deliver and integrate national policy that enhances and facilitates opportunities for competitive participation in sport for students at a regional, national and international level. Furthermore, we also focus on providing a broad range of supplementary activities, advocacy and services for our members.

UniSport is committed to the principle of ongoing continual improvement and the spirit of doing one's best. As an employee of UniSport, you can expect to be part of a team that is dedicated to excellence and high performance, prides itself on operational best practice, promotes inclusion and respect for diversity and allows for flexible work arrangements that assist staff to balance family and work commitments.

UniSport has a program designed to assist staff with their positive health and wellbeing and is available to all staff who can engage at their required level. With staff located across the country, UniSport aims to gather all staff at its head office (Brisbane) at least twice a year.

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| Our Vision: | To build vibrant, sustainable and healthy communities. |
| Our Principles: | Integrate and ensure the student perspective is considered in all programs. Inclusion and diversity strategies and processes underpin all that we do across our administration, events and programs. |
| Our Mission: | UniSport will deliver exceptional sports, health, and well-being experiences to our universities, communities, and partners. |
| Our Values: | Collaborative Respectful Committed Authentic Innovative. |

About the role

The Member Services Program Coordinator plays a key role in coordinating and delivering a range of member-related program services.

The Member Services department consists of a team of two – the Manager, Member Services and the Member Services Program Coordinator.

Within the university (member) there are several entities that UniSport will liaise with, including (but not limited to):

- Sport Delivery Agent (SDA) – responsible for delivering sport programs and activities on campus. The SDA may be a separate entity or fall within a university business unit or portfolio
- Vice Chancellor/Deputy Vice Chancellor
- Student Guild
- Student engagement services and/or wellbeing
- Indigenous department (in relation to Indigenous Nationals)
- Elite athlete program personnel

The role is essential to delivering UniSport's Member Service plans, which cover six key areas:

1. Member Servicing
2. Localised Opportunities
3. Member Training and Networking
4. Student Voice
5. Equity and Inclusion
6. Sustainability

This role is primarily responsible for the Student Voice, Equity and Inclusion and Sustainability areas, plays a lead role in the Member Training and Networking area, and contributes to the other areas.

Key performance objectives

Member Training & Networking

Inspire member staff through expanded knowledge that elevates their insight into sport, physical activity and wellbeing, through:

- Managing the club officer and facility manager networks within the UniSport membership, providing networking opportunities and sharing of best practice and member examples.
- Identifying opportunities to elevate and enhance UniSport's offering to university sport club officers and facility managers.
- Providing and promoting resources that are relevant to member operations, including those that showcase best practice within the sector.

Student Voice

Ensure the student voice helps shape and enrich a range of programs we offer, through:

- Working with UniSport staff to identify programs/projects that the student voice can shape and enrich and then developing plans for this.
- Working with members to coordinate the appointment of student leaders to identified UniSport project areas, incentivising students to be part of the program.

Equity and Inclusion (E&I)

Partner with members to create environments where everyone feels safe, valued and included, through:

- Supporting members in achieving their E&I objectives by identifying their needs, developing tailored support plans, and implementing these plans – including organisation and delivery of localised events as required.
- Managing UniSport's relationship with Pride in Sport and Disability Sport Australia.
- Connecting with national and state sporting organisation disability sport contacts to facilitate member opportunities.
- Sharing relevant information, education and training with members and UniSport staff.
- Reviewing relevant UniSport diversity, equity and inclusion policies and guidelines on an annual basis.
- Reviewing and updating UniSport's online Diversity, Equity and Inclusion Hub.
- Working with UniSport's Marketing team to ensure member E&I success stories are profiled on UniSport communication channels.

Sustainability

Inspire members to see UniSport as a trusted industry leader in sustainability, through:

- Managing UniSport's relationship with its sustainability partner, Everclime.
- Managing UniSport's sustainability operational plan, ensuring deliverables are met, including staff and member education.
- Developing and overseeing UniSport's plans for the environmental legacy project as part of Nationals.

Other

- Undertake financial practices to required deadlines and processes.
- Assist UniSport staff with member-related administration tasks as required.
- Assist with and contribute to special projects or other UniSport business as required from time to time.
- As required, represent the organisation in an official capacity at various functions, gatherings, meetings and conferences as well as on approved/relevant committees or working groups.
- Note that this role may be required to undertake duties/requests that fall outside the scope of this position description.

Personal attributes

We are looking for someone who:

- ✓ Is a driven individual with the ability to work autonomously and achieve results.
- ✓ Has strong written and verbal communication skills.
- ✓ Is flexible and able to easily adapt to changes in plans and organisational priorities.
- ✓ Has strong organisational skills and can manage multiple tasks and projects.
- ✓ Is confident in communicating with a wide variety of people.
- ✓ Is competent using Microsoft Office.
- ✓ Shows initiative and is proactive.
- ✓ Can contribute to a wider team working towards common goals.
- ✓ Is enthusiastic and motivated.
- ✓ Has well developed customer service and problem-solving skills.
- ✓ Is friendly and approachable.
- ✓ Can develop plans and execute them to achieve desired outcomes.
- ✓ Has the ability to work effectively in situations with uncertainty and can exercise sound judgment when needed.

Selection criteria

Applicants are strongly encouraged to ensure that their application provides specific detail on how they meet the following selection criteria. All applicants will be assessed against these key areas. As a guide, each selection criteria address should be no more than half a page.

In your application, tell us:

1. What experience you have in managing and servicing accounts, clients and/or stakeholders in a membership setting. How did you manage your clients to ensure the organisation met their member needs and organisational goals?
2. How you maintain exceptional relationships with clients and/or stakeholders. What do you do to ensure exceptional relationships?
3. Your experience in developing and improving programs for clients, members, or external stakeholders, and explain the approach you take.
4. How you manage projects. What systems or personal processes do you use to ensure your projects meet key milestones and are delivered on budget and on time?
5. How you manage conflicting deadlines. What projects have you worked on that ran concurrently and how did you balance these conflicting deadlines with other factors such as managing members or stakeholders?
6. What experience you have in the area of club development.

How to apply

Learn more about [UniSport Australia via our website.](#)

Prepare your application – applications must include:

- A cover letter introducing yourself and providing an overview of your work experience.
- An outline stating how you meet the selection criteria (listed above).
- CV/resume including the names and contact details of two references (note we will not contact these referees without first consulting with you).

Submit your application in a [single PDF](#) document to jobs@unisport.com.au

Note that applications that do not respond to the selection criteria will not be considered.

Application timelines

- Applications open 24 February 2026
- Applications close 11:59pm AEST 9 March 2026

