

Title:

PA to GM – Club Services, Sport & Heritage

Reports to:

General Manager, Club Services, Sport and Heritage

Direct Reports:

N/A

Job Goal:

To own the governance cycle for Club Services, Sport and Heritage, ensuring committee meetings, papers, minutes and actions are accurate, timely and followed through. The role also manages temporary membership, supports departmental performance reporting and contract monitoring, and provides general support to the General Manager, so that the division's leaders can focus on members and delivery.

Accountabilities/ Responsibilities:

- Own the Club Services, Sport and Heritage committee calendar, planning and coordinating meetings of the Club, Foundation, Club Sport, Heritage and Australian Sports Museum committees, and ensuring all stakeholders have what they need in time.
- Coordinate, prepare and distribute committee papers, with an emphasis on quality, accuracy and timeliness, and set clear expectations for how papers are written, reviewed and submitted.
- Manage meeting invitations, agendas, venues, catering and equipment, follow up acceptances, attend meetings, and prepare and distribute minutes promptly.
- Track committee actions with the General Manager and Executive Managers, following up so that every action is addressed and completed.
- Provide overall coordination, working with the teams responsible for logistics and technical delivery, and ensuring papers, deadlines and follow up actions are met.
- Advise Executive Managers and departmental staff on governance practice and on paper and reporting standards, and improve governance processes, templates and systems where there is a better way of working.
- Coordinate and support departments in developing relevant policies, procedures and systems, suggest improvements, and maintain a sound working knowledge of Club policies and procedures.
- Manage and monitor temporary members of the MCC, maintaining accurate records in the temporary membership database and organising correspondence and membership cards where appropriate.
- Coordinate, prepare and report on departmental KPIs, the business plan and departmental statistics for Club Services, Sport and Heritage managers and, where relevant, the Committee.
- Manage and monitor departmental contracts, and circulate departmental leave information to staff.



- Maintain confidential records, filing and contact lists for Committee members and stakeholders, and prepare reports, correspondence and presentations as required.
- Coordinate departmental requests for travel, catering and match-day parking, ensuring they are processed accurately and in a timely manner.
- Provide general administrative support to the General Manager, including diary and travel support as needed and expense and credit card reconciliations, and assist divisional managers and member or sporting section tour coordination when required.
- Build strong, open and professional working relationships with the General Manager, Executive Managers, Committee members, staff, members and other Club stakeholders, including contractors, suppliers and reciprocal club and sporting section representatives.
- Comply with MCC OH&S policies and procedures and take reasonable care for the safety of yourself and others. Given the nature of the Club's business, including event days, work outside usual business hours will be required from time to time, and the Working Outside of Standard Hours policy will apply where relevant.

Experience / Skills / Qualifications:

- Strong, relevant experience in committee secretariat, governance or board support.
- Tertiary qualifications preferred.
- Strong data and systems administration skills, including maintaining accurate records in databases.
- Excellent computer skills, proficient in Microsoft Office, particularly Word, PowerPoint and Outlook, with intermediate Excel.
- Highly developed written and verbal communication skills, including the ability to write clear minutes and papers.
- Excellent organisation and time management skills, with the ability to manage a recurring calendar of competing deadlines.
- A high level of attention to detail, ensuring nothing slips through the cracks.
- A high degree of diplomacy, discretion and professional integrity, with the ability to treat information as confidential when required.
- Excellent listening skills and a positive personal and professional impact on others.
- Ability to be proactive, take initiative and suggest better ways of working.
- A strong commitment to excellent customer service, particularly for members and departmental staff, including consistent demonstration of Elevate, the MCC's customer service philosophy.
- Demonstrated commitment to the MCC values.

Further Notes:

The MCC is committed to providing a safe and welcoming environment for everyone including children & young people and has zero tolerance to child abuse and harm. All MCC staff are required to understand their responsibility in relation to child safety and must undertake mandatory child safety training. The MCC conducts reference checks including child safety and other pre-employment checks as appropriate.



It is a mandatory requirement to hold a current / valid Victorian Working with Children card to work at the MCC.