**Important Note:**

This Position Description has been provided as a general position description only. Please edit the logo and content to ensure it reflects the needs of your organisation and delete this message prior to releasing the Position Description.

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| **Position Title:** | **Retention Officer** | | |
| **Reports to:** | Executive & General Committee | **Direct Reports:** | N/A |
| **Employment Status:** | Volunteer | | |
| **Time Commitment** | Approximately 5 hours per week during the season, except for clinics, meetings and other organised events arranged by the committee | | |
| **Netball Victoria** | Netball Victoria is a not for profit, member based organisation which is governed by a volunteer Board of Directors.  It is the peak sporting body for netball in Victoria and is affiliated with Netball Australia.  Netball Victoria exists to improve people’s lives. Our identity anchors of: ‘*We enable each other shine’,’ We have no limits; we’ve got this’, and ‘We are leaders’ –* inform who are, both individually and collectively, and therefore how we take up our organisational roles.  The Netball Victoria Executive Team comprises of CEO and General Managers across: Commercial Development, High Performance, Government Relations & Facilities Development, Member Services and People & Culture, Participation and Product Development, Finance, and Communications, Marketing and Partnerships. | | |
| **Commitment to Child Safety** | We require all applicants to undergo background checks and screening prior to or during any appointment. Netball’s Commitment Statement to Safeguarding Children and Young People and other important information can be found at <https://vic.netball.com.au/child-safety-netball>  At Netball Victoria, we embrace diversity in gender, age, ethnicity, disability, religion and sexual orientation. We are committed to providing a safe environment for children across Netball.  **Netball Victoria Commitment to Safeguarding Children & Young People**  Every person in the netball community has a responsibility to understand their role in ensuring the safety and wellbeing of all children and young people in our care. Netball Victoria is committed to promoting and protecting the rights of children and preventing abuse from occurring by fostering a culture where children feel safe and empowered. We also seek to ensure the cultural safety of First Nations children, children from culturally and/or linguistically diverse backgrounds and children with a disability. | | |

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| **Primary Purpose of Position** |
| * Maintain regular communication with members to increase retention and engagement. * Develop a thorough understanding of association/league/club membership and the reasons people leave. |

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| **Key Responsibilities** |
| * Create and maintain database of former members, players, and officials. * Understand membership numbers and churn rate. Monitor changes year to year, competition to competition. * Recommend retention and engagement strategies to committee and implement strategies to encourage growth, engagement, and membership retention. * Work closely with Social Media officer to create posts targeting retention and membership engagement. * Communicate regularly to database to encourage engagement and keep connected. |

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| **Knowledge, Skills & Abilities** |
| * Customer focused with strong interpersonal, written, and verbal communication skills. * Able to keep, manage and maintain records. * Ethical, honest, and trustworthy and dedicated to the association * Dedicated Association/Club person |

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| **Other Requirements** |
| * Induction Training * Police Check * Working with Children Check * Other (please specify) |