

# Club Support Officer

## Gymnastics New Zealand

Gymnastics New Zealand is the recognised National Sports Organisation responsible for the development, promotion and governance of Rhythmic and Artistic Gymnastics, Aerobics, Trampoline, Tumbling, Parkour and Gym for All.

**Our Vision:** To be New Zealand's first choice sport

**Our Purpose:** To enable positive gymnastics experiences for everybody

**Our Values:**

- **Manaakitanga** – care for others, bring alongside
  - **Manahau** – joyful, positive energy
  - **Rangitiratanga** – action, leadership
  - **Manawanui** – steadfast, committed
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### PURPOSE OF ROLE

As the Club Support Officer, you are a vital member of the Relationship Manager Team, playing a central role in shaping the future of Gymnastics in New Zealand.

Beyond essential operational and administrative support, you'll be actively involved in driving improvement, fostering growth, and strengthening connections across our community. Your work empowers clubs and stakeholders to thrive, making a real difference in the lives of athletes, coaches, and volunteers.

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### DUTIES & RESPONSIBILITIES

- Build and nurture collaborative relationships with Relationship Managers, member clubs, and stakeholders.
- Proactively communicate with member clubs, providing timely reminders and support to keep everyone connected and informed.
- Analyse and report on insights from club surveys, club membership and participation, and club capability matrix and use these to help the RM team identify opportunities for growth and to celebrate achievements.

- Promote continuous improvement by managing and updating key tracking documents (including the Club Capability Matrix), ensuring data-driven decisions and progress.
- Lead the coordination of key activities including Club safeguarding compliance, annual affiliation certificates, AGM delegate registration, and National Championship safeguarding requirements, contributing to a safe and inclusive environment for all.
- Create engaging content for regional social media and national newsletters, amplifying the impact of team projects and sharing success stories.
- Support the Finance Manager with quarterly billing by acting as the connection point with clubs
- Build and maintain strong relationships with key stakeholders linked to the RM Team (XP, Friendly Manager, Regional Sport Trusts), facilitating collaboration and shared success.
- Track the RM teams' monthly budget and contribute to transparent, effective reporting.
- Coordinate travel arrangements for the Relationship Manager Team, supporting their engagement with clubs nationwide.
- Develop guidelines, templates, and resources that empower clubs to excel.

This role is ideally located in Wellington but open to remote working for the right candidate.

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#### SKILLS, EXPERIENCE & EDUCATION

We are looking for someone who has:

- Strong organisational and administrative capabilities with exceptional attention to detail
  - Excellent written and verbal communication skills
  - Ability to work independently as well as collaboratively within a team environment
  - Proficiency in Microsoft 365 applications (including Excel, Canva, and Dynamics 365) or the ability to quickly learn new systems
  - Outstanding time management skills with the ability to prioritise tasks effectively
  - A proactive approach and commitment to delivering positive gymnastics experiences
  - Creative thinking with the ability to develop ideas into impactful outcomes for the community
  - Background or interest in gymnastics (preferred but not essential)
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#### ADDITIONAL DETAILS ABOUT THE ROLE

- This role is a one-year contract for 32 hours per week
- Great opportunity to work in a high-performing team in a great organisation
- Work from home or office depending on the location
- Travel to National office to attend staff connection and development days
- Immediate start considered for the right candidate