



## ACA INTERNSHIP PROGRAM

The Australian Cricketers' Association (ACA) is advertising 13 ten-week internship positions for ACA members looking to develop their career. Please note that the ACA will only be progressing with five positions, which will be based on the quality of the role and the quality of applications. This means that this role is not guaranteed to come to fruition. Maximum one opportunity per state will be successful.

The internships are paid sport administration internships available to ACA members strictly. This program has been made possible through funds donated by the current players, and through partnerships with state cricket organisations nationally.

A full position description for this year's potential opportunity is listed below.

For more information, you can call Denita Preston at Infront Sports Consulting on 1300 338 546, or to apply, please go to: <https://auscricket.com.au/2022-internship-opportunities>

Applications close at 11:59pm on Wednesday 30th March 2022.

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# Position Description

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Membership and  
Partnerships  
Internship

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Updated: January 2022

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**CRICKET NSW**

Membership and Partnerships Intern	
Position Details	
<b>Department:</b> Commercial Experience Team <b>Reports to:</b> Manager – Membership & Ticketing <b>Contract Terms:</b> 300 hours, from June - August 2022	<b>Positions Reporting to this Position:</b> Nil <b>Location:</b> Sydney Olympic Park and Moore Park, Sydney

### Primary Purpose of the Position

The Membership and Partnerships Intern is a support role for the Membership, Ticketing and Partnerships staff at Cricket NSW, assisting the BBL clubs with membership administration work, sales support, partner servicing, player appearances and signage assistance.

### Organisation Environment

Our vision is to be New South Wales' most loved and successful sport and be regarded as a world class organisation.

As a purpose and people led organisation, **CNSW aims to inspire everyone to play and love cricket**. To deliver on our new strategy in 2021, we are taking a collaborative, customer centric approach to our organisational structure, bringing new teams together and creating exciting opportunities to achieve our purpose.

### Team Environment

The Commercial Experience team are the economic engine driving Cricket NSW. Staff are encouraged to have an entrepreneurial mindset in this fast paced and dynamic environment.

### Key Responsibilities

#### Membership Operations

- Carry out day-to-day administration, including answering inbound calls, making outbound calls, managing membership email inbox, general member and fan enquiries
- Membership processing (forms, online, over the phone) and event registrations
- Processing and operational coordination of club member program
- Payment processing (cash, cheque, EFTPOS, credit card)
- Facilitating outbound call campaigns (including extraction data and call outcome tracking)
- Managing payment plan compliance (including follow up communications)
- Managing Sixers Group Ticket Sales program (sales, payment, seat allocation & ticket distribution)

#### Sales Support

- Making outbound calls and generating sales for the Club's Membership and Group Ticketing programs
- Generate new leads and build database to maximise Group Ticket sales

#### Customer Service

- Ensuring that high levels of customer service and engagement are adhered to

- Ensure adherence to Privacy and Spam laws

### Partnership Servicing

- Assist the Partnerships Managers with all aspects of partner servicing
- Assist in management of the commercial signage program, ensuring all contracted benefits are delivered at each match day
- Support in the delivery of partner ticketing and hospitality entitlements and work closely with the Customer Experience team to ensure partners are accounted for
- Oversee signed merchandise process and delivery to partners
- Develop and maintain strong relationships with Cricket NSW commercial partners and suppliers
- Aid the General Manager Commercial Experience, Head of Partnerships and wider team as required

### Player Appearances

- Manage internal request for player appearances
- Liaise with the playing group to organise player appearance requests
- Report, lodge and record all player appearances in Vlast (CRM system)

## Australian Cricket Values

Our values help us to deliver on our purpose of inspiring everyone to love & play cricket



# HOW WE PLAY



**RELATIONSHIPS**

We are open, friendly, and easy to work with.  
We make sure we stay connected and add value to what matters in our colleagues' and customers' lives.  
We seek to understand.



**EXCELLENCE**

We always look for ways to get better.  
We deliver extraordinary experiences.



**IMAGINATION**

We can do things we haven't done before, to create amazing experiences.  
We create bold new ideas.  
We break new ground.  
We ignite brilliant possibilities.



**HUMILITY**

We act for the good of the team.  
We stay coachable.  
We help each other thrive.

## Key Challenges

- Growing membership in a sport that does not have a history in this area.
- Managing profitability against brand building and gross membership.
- Identifying revenue streams and converting.
- Multitasking under time pressure.
- Delivering to tight deadlines
- Managing multiple stakeholders, both internal and external, to deliver on partnership benefits

## Key Working Relationships

### Internal

- GM, Commercial Experience

- Manager, Membership & Ticketing
- Manager, Hospitality & Ticketing
- Membership Assistant – BBL
- Partnerships Managers
- Head of Partnerships
- BBL & Commercial Experience Admin Staff
- Sydney Sixers and Sydney Thunder players, coaching and support staff

#### External

- Commercial partners
- Signage supplier
- Other third-party suppliers
- Members

#### Knowledge, Skills and Experience

- Strong interest in Sales and Membership
- Strong desire to start a career in sport
- Intern and other experience in Sales and/or Membership is seen as favourable
- Highly motivated with a willingness to learn and develop
- Superior communication skills
- Strong problem solving and time management skills
- Highly organised, efficient and a structured thinker
- Team player with the ability to work with varied stakeholders
- Ability to work extended hours in season
- A proactive and energetic attitude
- Interest in sport sponsorship and delivering outcomes for partners

#### Child Protection

It is your duty to comply with NSW Child Safety Standards which are designed to protect the welfare of children involved in the sport of cricket. As part of your duty, you must recognise that children need special care and attention that you will provide as you will be committed to protecting and prioritising the safety of children.

#### Governance

It is your duty to comply with Cricket NSW policies and procedures which set out governance standards and manage risks for our organisation. You are responsible for being aware of and complying with the policies and procedures.

#### Duties under Work Health and Safety Requirements

We are committed to protecting the health, safety & wellbeing of those that work with us. Your duties are to:

- Comply with all Cricket NSW policies, procedures and relevant legislation
- Comply with all reasonable instructions from managers in relation to health and safety
- Take reasonable care of your own health and safety
- Ensure your actions or omissions do not adversely affect the health and safety of other persons
- Report any hazards, near misses and incidents to your manager and complete the required formal report mechanism
- Complete relevant health and safety training.

#### Acknowledgement

The list of key responsibilities and key results areas herein are not intended to be all inclusive and may include additional responsibilities as required and assigned.