

Chair: Heather Disher

Secretary: Carole Hodges

National Patron: Dr. Andrew McLean



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Membership Support Officer- Pony Club Australia

About Us

Pony Club is the largest equestrian body in Australia serving more than 30,000 members across more than 800 clubs and accredited riding centres throughout Australia. Pony Club Australia (PCA) is the national sporting organisation recognised and funded by the Australian Sports Commission, with its affiliated state and territory associations under a federated governance structure. PCA is also a member of the Pony Club International Alliance, which is a collaboration of 8 member countries to coordinate international competitions and advance education on horse welfare and rider safety.

Purpose of the role

The purpose of this new full-time role within a small team (6.8 FTE) is to:

- Provide administrative support to assist in the successful implementation and delivery of PCA's national programs
- Customer service for Pony Club members and stakeholders
- Develop national resources for members and clubs that improve efficiency and consistency of Pony Club for riders, coaches, officials and volunteers.

About you

- Outstanding customer service and experience with administrative functions
- A positive solutions-focused attitude with attention to detail
- Excellent time management to meet deadlines supported by thorough planning and prioritisation.
- An understanding of organisations with high discretionary effort from volunteers
- An understanding of equestrian sport and PCA's position on horse welfare and equitation science
- Alignment with PCA values
- Able to work flexible hours including weekend work
- Adaptable to varying workloads and disciplined to meet deadlines.



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Responsibilities

Customer Service

- Respond to member queries across multiple mediums (phone, email and social media)
- Contribute to a set of templates and tools for clubs to improve consistency and quality of the Pony Club experience for riders across Australia
- Manage inventory and despatch of merchandise
- Maintain a National approach to the delivery of services to members and support improvements in operational efficiency.

Administration

- Work under instruction to update PCA policies and resources.
- Executive support to PCA committees including calendar management and meeting coordination
- Provide general administrative support for the day-to-day operations of PCA.

Skills

- Excellent computer skills including a high degree of proficiency across Microsoft Office platforms, experience with databases and online management systems and websites
- Graphic design and video editing desirable

Closing date and commencement

- Work location is flexible as PCA has a decentralised remote workforce
- Salary package is \$60,000 + super
- Applications close April 17
- Shortlisted applicants to be interviewed before April 24
- Pony Club Australia is committed to protecting children from harm. The successful candidate will be required to undergo a thorough screening process before appointment to the role.

