



**JOB DESCRIPTION**

<b>Company</b>	<b>NZ Football</b>
<b>Position</b>	<b>Digital Intern</b>
<b>Reports To</b>	<b>Planning and Performance Manager</b>
<b>Location</b>	<b>Auckland</b>

**PURPOSE**

To develop and manage the continuous evolution of our Digital Framework, in particular the NZ Football CRM (Customer Relationship Management) System.

**KEY ACCOUNTABILITIES SPECIFIC TO THE ROLE**

**Infrastructure Technology**

- Provide support to the Planning and Performance Manager as required

**Strategic Technology**

- Assist the development and implementation of the NZ Football CRM System that is central to the NZ Football Digital Framework:
  - Reporting
  - Business Intelligence
  - Member profile and user experience

**KEY RELATIONSHIPS**

<b>External</b>	<b>Internal</b>
<ul style="list-style-type: none"> <li>● FIFA/OFC</li> <li>● Member Federations &amp; Clubs</li> <li>● Sport NZ/HP Sport NZ</li> <li>● Technology Suppliers/Services</li> </ul>	<ul style="list-style-type: none"> <li>● Planning and Performance Manager</li> <li>● Technology Manager</li> <li>● NZF Managers and Staff</li> </ul>

**DIMENSIONS**

No of Employees Reporting	Direct: Nil
Expenditure – signature authority	Within approved budget: (tbc)

**REQUIREMENTS**

- The student is required to contribute at a minimum 200+ hours.
- Able to arrange own transport to the NZ Football Head Office in Albany.
- Available for intern placement between the periods of 1 February- 30 September 2019.

*Note: You are not required to be a football enthusiast but having a passion for sport is recommended.*

## **IDEAL SKILLS, KNOWLEDGE, EXPERIENCE**

### **Experience:**

- Studying business or sports management is recommended
- Experience in a role that includes IT, Database and CRM systems is desirable but not required
- Evidence of successfully and positively working with diverse stakeholders and/or customers

### **Knowledge:**

- Knowledge in customer relationship management
- Knowledge in sport administration
- Knowledge in database administration

### **Skills:**

- Strong analytical skills
- Strong communication skills
- Strong time management and organisational skills
- Ability to work in a team but can also work independently
- Ability to build and maintain positive working relationships with people at all levels in NZF and members

## **BENEFITS**

- Work experience at one of the largest National Sport Organisations in New Zealand
- Great work experience in a fast-changing sport sector
- Expense reimbursement for any travel related expenses
- Complimentary tickets to any NZ Football events and International Games
- \$500 Stirling Sports voucher
- Flexible work hours
- NZF work laptop
- NZ Football apparel
- Opportunity to grow and develop within the organisation
- Opportunity to network and start a career within the wider NZ sport sector

*Note: This is a non-paid internship*

## **PERSON SPECIFICATION**

### **COMPETENCIES**

#### **Management**

- Is a team player, works with and through others to achieve results
- Communicates with peers, staff and stakeholders openly and honestly in a way that promotes trust and understanding and building relationships
- Is a 'doer' - leads by example to prioritise effort, seek innovative solutions to problems and achieve results
- Ability to originate and communicate strategic direction both internally and externally

#### **Operational Accountability**

- Accepts accountability for all tasks and targets that are agreed
- Manages the business operations competently
- Manages third party relationships resourcefully
- Demonstrates business efficiency by delivering constant improvements in business operations with a focus on operational excellence.

**Relationship Management**

- Effectively manages relationships, maintaining and leveraging off external stakeholders, suppliers and strategic alliance partners
- Presents a credible image and inspires confidence in a decisive way
- Demonstrates excellent communication skills and skills at promoting and selling ideas to others
- Ensures that people are treated with respect in all activities
- Is a role model for other staff and stakeholders