

Position Description

Position Title:	Pathways Administrator
Team:	Participation, Pathways & High-Performance
Reporting to:	Participation, Pathways & High-Performance Manager
Direct Reports:	N/A
Date Updated:	19 Jan 2026

Purpose of the Role

The Pathways Administrator provides high-quality administrative, coordination and logistical support across Volleyball Queensland's participation, pathways and high-performance programs.

The role exists to ensure programs, development camps, representative initiatives and related activities are well organised, accurately administered, clearly communicated and supported by reliable data and systems.

Working closely with the Participation, Pathways & High-Performance Manager and relevant Leads, the Pathways Administrator enables smooth program delivery by reducing administrative load, coordinating logistics, and maintaining clear communication with athletes, parents, coaches and key stakeholders.

The position is based from the VQ offices, with some intra and interstate travel required.

Key Responsibilities

Operations & Priorities	<ul style="list-style-type: none"> Provide end-to-end administrative support across participation, pathways and high-performance programs.
Outcome: Programs and camps are administered accurately, delivered smoothly and supported by timely coordination.	<ul style="list-style-type: none"> Coordinate logistics, communications, documentation and data for development camps, representative programs and pathway initiatives, under direction of the Manager. Support the planning and delivery of development camps, including schedules, communications, registrations and supporting materials. Assist with program administration requirements including attendance tracking, forms, approvals and reporting. Maintain accurate records, databases and documentation related to athletes, programs, coaches and officials. Support invoicing, payments and financial administration linked to programs in line with required processes and approvals. Assist with internal coordination across teams and step in to support colleagues as required during peak periods. Ensure administrative processes align with VQ policies, procedures and compliance requirements.
Communication & Stakeholder Support	<ul style="list-style-type: none"> Act as a key administrative contact point for parents, athletes, coaches and officials regarding pathways programs.

<p>Outcome: Athletes, parents, coaches and stakeholders receive clear, consistent and timely communication and support.</p>	<ul style="list-style-type: none"> • Prepare and distribute clear, timely communications under the direction of the Manager or relevant Lead. • Respond to enquiries professionally and escalate issues appropriately when required. • Support coordination with Volleyball Australia, officials and other stakeholders as required. • Maintain a respectful and service-focused approach in all member and community interactions.
<p>Systems, Data & Process Support</p>	<ul style="list-style-type: none"> • Maintain and update program data, forms and records across relevant systems. • Support data integrity, accuracy and privacy obligations across all administered programs.
<p>Outcome: Ensure data is accurate, secure, and accessible.</p>	<ul style="list-style-type: none"> • Assist with surveys, reporting and data collection to support program review and improvement. • Identify recurring administrative issues or system problems and raise them with the Manager. • Maintain templates, registers and process documentation to support consistent administration.
<p>Innovation & Continuous Improvement</p>	<ul style="list-style-type: none"> • Identify opportunities to improve administrative workflows, templates and coordination processes. • Contribute ideas that improve communication clarity, program support and administrative efficiency.
<p>Outcome: Administrative workflows improve over time, reducing effort and increasing consistency.</p>	<ul style="list-style-type: none"> • Support continuous improvement initiatives led by the Manager or relevant Leads. • Apply learnings from peak periods and program delivery to improve future administration.
<p>Behaviour and Values</p>	<ul style="list-style-type: none"> • Demonstrate professionalism, reliability and a strong service mindset in all interactions. • Work collaboratively and flexibly as part of a small, fast-moving team environment.
<p>Outcome: Work is delivered with professionalism, reliability and a values-led service mind</p>	<ul style="list-style-type: none"> • Show care and respect when working with athletes, parents, coaches, volunteers and stakeholders. • Uphold Volleyball Queensland's values and contribute positively to a supportive team culture. • Take personal responsibility for accuracy, follow-through and meeting agreed timelines. • Maintain confidentiality and act in line with child-safe and privacy expectations.

Key Relationships

Internal:	External
<ul style="list-style-type: none"> • Participation, Pathways & High-Performance Manager • Participation & Inclusion Lead • Education & Capability Development Lead • Competitions & Events and Member Engagement & Business Operations teams 	<ul style="list-style-type: none"> • Athletes and parents • Coaches and officials • Volleyball Australia • Program delivery partners and service providers

Capabilities & Experience

Essential Requirements

- Tertiary qualifications in Administration, Business, Sport or a related discipline – **OR** demonstrated equivalent experience (typically 1–3 years) in an administrative, membership, customer service or program support role within a sporting or member-based organisation.
- Strong organisational skills with the ability to manage multiple tasks and deadlines.
- High attention to detail and commitment to data accuracy.
- Clear written and verbal communication skills.
- Strong computer literacy and confidence using web-based systems.
- Professional, calm and customer-focused approach when dealing with enquiries.
- Ability to work collaboratively and support team priorities.
- Current open driver's licence.
- Current Working with Children Blue Card (or ability to obtain and maintain).
- Commitment to confidentiality, privacy and child-safe practices.

Desirable

- Experience supporting sporting programs, pathways or representative initiatives.
- Familiarity with membership, registration or accreditation platforms.
- Understanding of volleyball or the broader sporting landscape.