



PROJECT EXECUTIVE

Role Description | 2023

Post Title: Project Executive

Reports To: Head of Operations

Contract Duration: 12 month fixed-term contract

Based: Sport Ireland Campus, Dublin 15

IN A NUTSHELL

Triathlon Ireland (TI) is the national governing body for the sport of triathlon, duathlon, aquathlon, and related multisport events in the Republic of Ireland & Northern Ireland. With a mission to promote, develop, and grow the sport across all levels, we are seeking an enthusiastic organised and highly motivated Project Executive to join our dynamic team.

You will be an integral part of our membership and events department. You'll thrive in interactions with people, whether it's over the phone, online, or in person, and you'll excel at engaging with members, race organisers, the triathlon community and various departments within our organisation. Your passion for problem-solving, always striving for the best possible outcomes, and willingness to go the extra mile will be highly valued. Ideally, you'll also have experience working with databases and utilising technology to enhance the effectiveness and efficiency of our services. Your ability to perform under pressure, strong organisational skills, and eagerness to learn will make you a valuable addition to our team.

We are an ambitious organisation, and this is a fantastic opportunity to join the TI team at one of Ireland's fastest growing sports and National Governing Bodies. We are on a journey to strengthen our community, open triathlon to all and to transform lives through swimming, cycling and running, as we #TransformTogether.

YOU COULD BE THE ONE IF YOU HAVE

- Bachelor's degree, sports qualification or relevant work experience.
- Experience working as part of a team in an administrative or customer service role.
- Passionate about sport and driven to build a career within the industry.

Desirable

- Experience working with sports clubs, coaches, officials and volunteers.
- Experience working with key sporting partners.
- Experience working with local government or education sectors.
- Knowledge of the broader triathlon club and event framework in Ireland, and a general understanding of Triathlon globally.

As the Project Executive, you will play a pivotal role in supporting Triathlon Ireland's events and customer service team. This is a key role within the Operations Team and provides support to ensure our members, clubs, officials, and sanctioned events have the best possible experience. This role will also provide key support within the various areas of the Operations Team remit, and be a key driver in Triathlon Ireland's ongoing commitment to an operationally efficient customer support model and achieving strategic goals.

RESPONSIBILITIES

- Respond to and resolve telephone, email and other enquiries from members, and volunteers regarding membership, club and competition administration ensuring excellent customer service at all times.
- Prepare, finalise and administer all elements of the annual Triathlon Ireland events schedule.
- Ensure the events system operates efficiently, issues are reported on and acted upon by our IT support partner and that enhancements are implemented in a timely and non-disruptive manner.
- Support on the development of self-service channels and drive a step change in their usage.
- Ensure excellent customer service is provided through Triathlon Ireland's call desk, email support function and social media channel, with a specific focus on events based customer queries.
- Member of the project team for TI virtual racing programme.
- Represent the Events Team on cross functional project teams as required.
- Manage the annual club affiliation renewals and ensure accurate processing of club affiliation requests.
- Monitor and report on calls and email volumes through Zoho, as well as other types of queries, and identify and escalate issues to the relevant team.
- Identify where self-service online content and website improvements can reduce inbound calls and emails, and assist in their creation through both Zoho and the TI website development team.
- Lead on sales calls and membership conversion projects.
- Present a positive image of Triathlon Ireland (to its committees, volunteers and staff) and the sport of triathlon at all times.
- Administration and attendance at Triathlon Ireland courses & events, maintaining the standards and representing Triathlon Ireland.
- Familiarisation with the Triathlon Ireland results systems to prepare for competitions and produce and amend results post event.
- Perform any other relevant duties as and when required by Triathlon Ireland.
- This list is not exhaustive, as there may be additional reasonable duties and requirements related to the position that Triathlon Ireland may occasionally request the post-holder to undertake.

PLEASE KEEP READING

If you think you have what it takes, but don't necessarily meet every single point above, please still get in touch. We'd love to have a chat and see if you could be a great fit.

WHY WORK FOR TRIATHLON IRELAND?

In addition to your competitive salary, there are lots of other perks, including:

- Fantastic culture of grounded people, passionate about what they do.
- 25 days holidays per year.
- Contributory Pension scheme.
- Strong career progression, investment in professional development courses.
- Fancy a new bike? Year-round cycle to work scheme available.
- Discounts on campus gym membership and access to world class facilities, including the national aquatic centre.
- Free on-site parking (and e-charging stations), you can park right by the front door.
- Free Triathlon Ireland membership & discounted partner merchandise.
- New modern office space on the Sports Ireland Campus.
- Social & wellbeing committee.

HOW TO APPLY

Have a good look around our [website](#), our [strategic plan](#), our social media and get a feel for who we are. If you think you'd be a good fit, please send us your cover letter and resume.

Cover Letter: Address why you are interested in working with Triathlon Ireland, why you would be an attribute to our culture and how your skills/experience would contribute to the position.

Send to **administrator@triathlonireland.com** no later than **5pm on Friday 20th October, 2023**. Interviews will be conducted on a rolling basis, so please do not delay submitting your application. Make sure to include the job title of the role (Project Executive) you are applying for in the subject line.

Triathlon Ireland has experienced considerable growth over the past decade and made great strides in developing the professionalism of the organisation.

Since 2005 our membership has grown from 800 to more than 18,000. Triathlon Ireland is a great place to work and we pride ourselves on the culture of our team which numbers almost 25 across Operations, Development, Marketing , Finance and High Performance.

We have almost 100 affiliated clubs on the Island of Ireland, a 37% female participation rate and we sanction 200 events annually.

Triathlon Ireland has achieved a great deal from a membership & events perspective – the successful candidate will consolidate the work done to date and build upon it over the coming years.

The TI offices are located on the Sport Ireland Campus and we have a flexible work culture.