



Education Program Manager – Melbourne City FC Institute of Sport & Business

The Job

We have an exciting opportunity for a self-motivated individual to join our team as the Education Program Manager as part of the newly created Melbourne City FC Institute of Sport & Business. This is an opportunity for someone with proven experience in managing end-to-end programs within a sporting or education context.

Working closely with the Director of Commercial & Marketing, the postholder will manage all facets of the program, including student acquisition and retention, student experience, continuous improvement, quality assurance, compliance of the program, and the effective ongoing management of the partner relationship with Federation University.

This role is offered on a full-time basis and involves working both within and outside office hours.

Who are we?

Melbourne City FC is part of a global football business, City Football Group (CFG). We compete in Australia's elite domestic football competition, the A-Leagues, with both men's and women's teams, state and youth leagues, the Australia Cup competition, and the Asian Football Confederation competitions, including the Asian Champions League.

CFG currently consists of 13 football clubs, including Manchester City FC, and is one of the fastest-growing sporting organisations in the world.

Our Club supports flexibility; however, we have established parameters with onsite presence, as we believe in the benefits of working side by side. We have built our new state-of-the-art office at Casey Fields, which is very different from a traditional workspace. We've created a space that supports collaboration, with key activities ranging from individual work points to team neighbourhoods. We want our people to come to work feeling energised, building rapport, connectivity, and friendships, which ultimately drives performance towards something bigger than ourselves.

If selected, you will gain unique access to internal pathways within Melbourne City FC, both nationally and globally through CFG.

Key Responsibilities

- Manage the relationship and compliance requirements with the education partner.
- Attract and retain students into the program, including the establishment of a comprehensive prospect management system.
- Be responsible for the end-to-end student experience, from acquisition through to graduation.
- Embed student work-integrated learning opportunities into the operations of Melbourne City FC.
- Oversee the coaching and high-performance elements of the program.
- Advocate internally for the program across the club, partners, and other key stakeholders.
- Develop, plan, and execute new value-added features for the program to drive growth, expanding the program beyond its initial offering in accordance with the Melbourne City FC business plan.

Skills & Experience We Are Looking For

- Proven experience in end-to-end program management.
- Experience within the education sector (preferred, not essential).
- Knowledge of the football sports industry in Australia (preferred, not essential).
- Proven experience interacting with and fostering positive relationships with senior stakeholders within an organisation.
- Strong computer skills, including Word, Excel, PowerPoint, SharePoint, and Canva.
- Excellent communication skills, with a proven ability to collaborate and forge strong, trusting relationships both externally and internally to achieve shared goals.
- Strong organisational and administrative skills.
- Ability to work autonomously as well as within a team.
- Agile, adaptable, and flexible, with the ability to multitask and pivot quickly across a range of responsibilities and timelines.
- Ability to remain calm under pressure, with empathy for young people and their challenges.
- High work commitment, enthusiasm, honesty, and reliability.
- Professionally presented with a proactive and engaging style.

Essential Requirements

- Work rights in Australia
- Current Victorian Working With Children Check
- National Police Check

In return, we provide you with:

- The opportunity to be part of a company that fosters a positive, inclusive, and supportive environment for all participants.
- The chance to join a global sporting network.
- Great staff incentives, including deals and discounts with corporate sponsors.
- Access to the Employee Assistance Program.
- Club staff events.
- Club kit and memberships.

If you believe you fit this brief, we're keen to hear from you! Please send your covering letter, resume, and salary expectations for this position to Susan Mills, General Manager-Human Resources, at recruitment@melbournecityfc.com.au.

Applications close on **8 January 2025**. This position is only open to candidates with current Australian work rights, and only shortlisted candidates will be contacted.

The City Football Group is fully committed to safeguarding children and other vulnerable people across our business. As such, this appointment will be subject to Safer Recruitment processes, including satisfactory criminal record and other background checks. City Football Group promotes equal opportunities in employment and we positively welcome applications from all candidates.

We will screen all applicants and select candidates whose skills and experience best meet our needs. We will carefully consider your application during the initial screening and will contact you only if you are selected for an interview. Employment is subject to the provision of proof of eligibility to work in the respective country.