



Position Description

POSITION DETAILS

Position Title:	Membership and Partnership Coordinator		
Location:	National Head Office		
Reports To:	Operations Manager		
Direct Reports:	Nil		
Employment Status	Full time <input checked="" type="checkbox"/>	Part time <input type="checkbox"/>	Casual <input type="checkbox"/>

1. Purpose of Position

The Membership and Partnership Coordinator is responsible for supporting, engaging and growing the Foundation’s membership and partnerships through:

- Managing the Foundation’s membership systems and processes to deliver excellent member experience and engagement
- Developing and driving the implementation of strategies to grow, engage and retain the Foundation’s members and partners
- Managing relationships and coordinating engagement between partners and key stakeholders and relevant Foundation teams
- Actively seeking and building strategic partnerships that enhance the Foundation’s profile and support the Foundation to achieve its strategic goals
- Supporting the operations of the State Education and Activity Committees and other member special interest groups
- Ensuring members who volunteer to assist the Foundation are supported, recognised and valued

2. Key responsibilities and performance indicators

Key Responsibilities	Performance Indicators
Manage the Foundation’s membership systems and processes to deliver excellent member experience and engagement	<ul style="list-style-type: none"> • Membership systems and processes are optimised for efficiency and effectiveness • Membership CRM data is accurate and up to date • Member insights are regularly captured, analysed and used to drive quality improvements • Members report a high level of satisfaction with membership systems and processes



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<p>Develop and drive the implementation of strategies to grow, engage and retain the Foundation’s members and partners</p>	<ul style="list-style-type: none"> • In collaboration with the senior management, develop and drive a membership strategy targeting membership growth, engagement and retention strategies • Design and implement prospect, lead, and member journey strategies to create improved conversion and engagement • Achieve annual membership growth targets • Achieve annual membership retention rates • Members report a high level of satisfaction with membership
<p>Manage relationships and coordinate engagement between partners and key stakeholders and relevant Foundation teams</p>	<ul style="list-style-type: none"> • Act as the first point of contact for new and existing partners • Coordinate engagement between partners and relevant Foundation management and staff • Relevant Foundation management and staff are kept informed, engaged and are supported to achieve positive partnership outcomes • All partners are kept informed of the Foundation’s work, strategic goals and opportunities for engagement • Partner data and relationships are accurately tracked and recorded in the Foundation’s CRM • Partners report a high level of satisfaction with Foundation partnerships
<p>Actively seek and build strategic partnerships that enhance the Foundation’s profile and support the Foundation to achieve its strategic goals:</p>	<ul style="list-style-type: none"> • Manage the implementation of the Foundation’s Partnership Strategy • Work with Foundation management and staff to identify new strategic partnership opportunities to achieve Partnership Strategy goals • New partnership opportunities are clearly aligned to the Foundation’s strategic and business goals • Number of new partnership opportunities meet agreed targets • Number of new opportunities converted into partnerships meet agreed targets
<p>Support the operations of the State Education and Activity Committees and other member special interest groups</p>	<ul style="list-style-type: none"> • Provide secretariat support to SEAC committees, including <ul style="list-style-type: none"> • Attending and minuting SEAC meetings • Distributing Minutes and following up actions arising from meetings • Working with the National Events Coordinator to support planning and budgeting for SEAC activities • Providing quarterly reports to the CEO and Foundation Board on SEAC activities • Explore opportunities to develop member special interest groups to help drive member engagement and membership value • Develop systems and processes to support the efficient functioning of member special interest groups



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Ensure members who volunteer to assist the Foundation are supported, recognized and valued

- Coordinate the onboarding and offboarding of member volunteers
- Work with relevant staff to ensure volunteers are managed and supported effectively
- Ensure volunteer management systems, processes and policies are effective
- Ensure volunteer and volunteer activity data is recorded accurately and up to date
- Ensure volunteer satisfaction and volunteer activity is regularly evaluated
- Ensure volunteers are suitably acknowledged and recognised in Foundation communications
- Provide reports on volunteer activity to the CEO and Board as required.
- Volunteers report high levels of satisfaction with volunteering for the Foundation

KNOWLEDGE, SKILL AND EXPERIENCE REQUIREMENTS

<p>Education/Qualifications</p>	<ul style="list-style-type: none"> • Degree qualification or equivalent in a relevant discipline, and/or at least 5 years' related experience in similar role • Previous experience working with membership organisations, demonstrating sound knowledge of attraction and retention strategies • Experience in implementing a range of activities to cultivate and build relationships with members, volunteers and stakeholders. • Sound knowledge of the not-for-profit sector including membership-based and/or health peak bodies • Strong interpersonal skills with the ability to build trusting relationships with internal and external stakeholders to deliver successful outcomes • Experience working with membership databases and CRMs (Salesforce an advantage) • Experience coordinating or managing volunteers an advantage
<p>Computer/Software</p>	<ul style="list-style-type: none"> • Advanced Office 365 skills
<p>General</p>	<ul style="list-style-type: none"> • Attention to detail and excellent problem-solving skills • Excellent written and oral communication skills • Ability to work collaboratively and supportively in a team environment • Ability to work flexibly and manage competing demands.



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WORKPLACE HEALTH AND SAFETY

The Employee is responsible and accountable for:

- Compliance with workplace health and safety policies and procedures for risk identification, risk assessment and risk control. Refer WHSP01 Work Health & Safety; WHSP07 Smoking, Drugs and Alcohol.
- Active participation in activities associated with the management of workplace health and safety.
- Identification and reporting of health and safety risks, accidents, incidents, injuries and property damage at the workplace. Refer WHSP05 Incident and Accident Reporting Management.

QUALITY MANAGEMENT

The Employee is responsible and accountable for:

- Familiarity and compliance with all Company Policies.
- Active participation in training activities associated with Company Policies.
- Supporting the Continenace Foundation’s commitment to quality improvement and contributing to the achievement of contractual deliverables.

This position description has been designed to indicate the general nature and level of work performed by employees within this position. It is not designed to contain or be interpreted as a total inventory of all duties, and responsibilities that may be required of employees assigned to the role.

EMPLOYEE DECLARATION

I

(Applicant’s Name)

hereby understand and accept the conditions of the position description as detailed herein for the position of

(Position)

Applicant’s signature

Date