



POSITION DESCRIPTION

JOB TITLE	Administration Support
REPORTING TO	Manager – Membership Services
DIVISION	Engagement Division
LOCATION	Canberra
CLASSIFICATION	6-month fixed term contract
JOB PURPOSE	Responsible for the provision of administrative support to the Membership Team and Engagement Division that supports ACN's strategic intent of Advancing Nurse Leadership.
ROLE REQUIREMENTS AND RESPONSIBILITIES	<p>Reporting to the Manager – Membership Services of ACN, you will:</p> <ul style="list-style-type: none">• Support the implementation of membership strategy to maintain member satisfaction, support retention-driving and recruitment initiatives.• Implement recruitment and retention processes for different member avatars, representations, communities of interest, states and regions.• Organising logistic arrangements, travel and accommodation requests to support membership events and activities as required.• Update and maintain accuracy of membership and affiliate database.• Prepare regular reports to track progress against organisational KPIs.• Willingness to undertake travel for work purposes if required.• Other duties allocated in accordance with the employee's range of skills, competence, training and experience or as part of a training/development plan. <p>Compliance</p> <ul style="list-style-type: none">• Comply with all ACN policies, procedures and relevant legislation.• Maintain a contemporary knowledge of and actively practice principles of Work Health and Safety and Equal Employment Opportunity.• Demonstrate a commitment to the principles of risk management and customer focus.• Act within the confines of legal, ethical and moral boundaries.
FINANCIAL DIMENSIONS	As per the Delegation Manual
PERSONNEL SUPERVISED	N/A
SELECTION CRITERIA	<ul style="list-style-type: none">• A qualification/working towards a qualification in business, marketing or related discipline and/or equivalent work experience.

	<ul style="list-style-type: none"> • Demonstrated experience in providing excellent customer/membership service delivery. • Experience in peak body or a membership organisation will be highly regarded. • Exceptional attention to details with proven track record of accuracy in maintaining and updating customer/membership database. • Demonstrated high-level communication skills, both verbal and written. • Demonstrated high-level computer skills and proficiency in the use of Microsoft Office suite and webinar software. • Proven ability and willingness to work collaboratively with a diverse group of internal and external customers. • Proven well-developed interpersonal, problem solving and time management skills. • Demonstrated ability to multi-task in a high volume and deadline driven environment whilst maintaining a high standard of work.
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • High level of professionalism and presentation standards. • Willingness to align with ACN organisational values and ways of working and being. • Strong desire to be part of a high performing team and contribute to values-based leadership and a positive learning organisational culture. • Show initiative, flexibility, adaptability, resilience and organisational skills with a “can do” attitude. • Ability to adapt to change and a capacity to give and receive feedback. • Ability to engage stakeholders and represent ACN in a positive and professional manner. • Outcomes focused and capable of exercising good judgement.
PURPOSE BASED INDICATORS	<ul style="list-style-type: none"> • As agreed with the Executive Director – Engagement and monitored monthly

I acknowledge receipt of this position description and have reviewed the contents.

Signature _____

Date _____