



## POSITION DESCRIPTION

<b>JOB TITLE</b>	Manager Membership Services
<b>REPORTING TO</b>	Executive Director – Engagement
<b>DIVISION</b>	Engagement Division
<b>LOCATION</b>	Canberra
<b>JOB PURPOSE</b>	In collaboration with different divisions across ACN, the Membership Services Manager will play an important role in delivering membership services and benefits programs to ACN members and contribute to ACN’s strategic intent of Advancing Nurse Leadership.
<b>ROLE REQUIREMENTS AND RESPONSIBILITIES</b>	<p>As Manager Membership Services of ACN, you will:</p> <ul style="list-style-type: none"><li>• Implement membership strategy and maintain member satisfaction to support retention and recruitment initiatives.</li><li>• Understand member avatars, design exceptional member experience, optimise desired member journey to maintain satisfaction on membership services and benefit programs.</li><li>• Manage processes, policies and ICT facilities to support recruitment and retention of members, fellows and other membership categories.</li><li>• Build strategic relationships and work collaboratively with internal stakeholders, in both online and offline settings with ACN Communities of Interest, states and regions, to deliver membership programs and proactively identify opportunities to respond directly to member needs.</li><li>• Oversee collaboration and representation opportunities with external stakeholders.</li><li>• Oversee regular analytics and reports to inform continuous improvement in delivery of membership services and benefit programs.</li><li>• Willingness to undertake travel for work purposes if required.</li><li>• Other duties allocated in accordance with the employee’s range of skills, competence, training and experience or as part of a training/development plan.</li></ul> <p><b>Compliance</b></p> <ul style="list-style-type: none"><li>• Comply with all ACN policies, procedures and relevant legislation.</li><li>• Maintain a contemporary knowledge of and actively practice principles of Work Health and Safety and Equal Employment Opportunity.</li><li>• Demonstrate a commitment to the principles of risk management and customer focus.</li><li>• Act within the confines of legal, ethical and moral boundaries.</li></ul>

<b>FINANCIAL DIMENSIONS</b>	As per the Delegation Manual
<b>PERSONNEL SUPERVISED</b>	Membership Team
<b>SELECTION CRITERIA</b>	<ul style="list-style-type: none"> <li>• Relevant tertiary-level qualification with: <ul style="list-style-type: none"> <li>• Minimum five years' experience in peak body or a membership organisation</li> <li>• Proven track record of achieving membership targets</li> <li>• Demonstrated experience in providing exceptional membership experience</li> </ul> </li> <li>• Demonstrated fluency in managing membership communities, in both online and offline settings, including engagement, moderation and measurement.</li> <li>• Understanding of relevant policies and issues faced by nurses and health consumers will be highly regarded.</li> <li>• Highly articulate with excellent communication skills, both verbal and written.</li> <li>• Ability to work independently and provide leadership to the Membership Team to meet organisational KPIs.</li> <li>• Impeccable attention to detail.</li> <li>• Demonstrated high-level computer skills and proficiency in the use of Microsoft Office suite and webinar software.</li> <li>• Proven ability and willingness to work collaboratively with a diverse group of internal and external customers.</li> <li>• Proven well-developed interpersonal, problem solving and time management skills.</li> <li>• Demonstrated ability to multi-task in a high volume and deadline driven environment whilst maintaining a high standard of work.</li> </ul>
<b>PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>• High level of professionalism and presentation standards.</li> <li>• Willingness to align with ACN organisational values and ways of working and being.</li> <li>• Strong desire to be part of a high performing team and contribute to values-based leadership and a positive learning organisational culture.</li> <li>• Show initiative, flexibility, adaptability, resilience and organisational skills with a "can do" attitude.</li> <li>• Ability to adapt to change and a capacity to give and receive feedback.</li> <li>• Ability to engage stakeholders and represent ACN in a positive and professional manner.</li> <li>• Outcomes focused and capable of exercising good judgement.</li> </ul>
<b>PURPOSE BASED INDICATORS</b>	<ul style="list-style-type: none"> <li>• As agreed with the Executive Director – Engagement and monitored monthly</li> </ul>

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

Signature \_\_\_\_\_

Date \_\_\_\_\_