

POSITION DESCRIPTION

Position Title	Member Support Officer
Reports To:	Chief Executive Officer
Date Reviewed:	1 November 2020
Employment Status:	Full-Time (5 days per week)
Tenure:	A twelve-months probationary period will apply from the date of commencement

1. BACKGROUND

The Australian Childcare Alliance (ACA) NSW is the peak body for privately owned early childhood education and care services in New South Wales. We provide advocacy, policy and regulatory support and advice, member services, and professional development for our members across the state.

ACA NSW members are predominantly privately owned long daycare services, with approximately 65% of members being metropolitan-based. Our members are committed to providing excellence in early childhood education and care for the more than 125,000 families that we provide essential services to.

ACA NSW is a proud member of the Australian Childcare Alliance, which advocates nationally for the future of Australia's children and works to ensure that families and their children have an opportunity to access quality, affordable early childhood education and care throughout Australia.

2. JOB PURPOSE

The Member Support Officer will be principally responsible for:

- 2.1 assisting the CEO in implementing the Strategic Plan of ACA NSW;
- 2.2 supporting the Executive Committee, the CEO and Sub-Committees;
- 2.3 being the primary interface and relationship builder between ACA NSW and its members;
- 2.4 supporting, addressing, triaging ACA NSW's members' business, legal, regulatory, industrial and operational issues and concerns;
- 2.5 triaging and referring members to ACA NSW's lawyers and/or Industrial Relations Advice Line;
- 2.6 maintaining the membership (aka Customer Relationship Management (CRM)) database;
- 2.7 coordinating and producing members-related reports for the Executive Committee and/or CEO; and
- 2.8 identifying and leading value-added benefits and activities for ACA NSW and its members.

3. MAJOR LIAISONS AND STAKEHOLDERS

The role reports to the Chief Executive Officer, is required to work in a congenial team environment supporting the Chief Executive Officer as required, as well as the following:

- 3.1 ACA NSW members and prospective members;
- 3.2 Australian Childcare Alliance National Committee and other states' Executive Committees and their staff;
- 3.3 existing and potential partners, suppliers and contractors; and
- 3.4 ACA NSW's house bank(s).

4. PRIMARY DUTIES

MEMBERSHIP RETENTION

- 4.1 Support and fulfil members' inquiries/issues to the best of your and ACA NSW's abilities;
- 4.2 Assist members' inquiries to capitalise ACA NSW's member benefits, supplier partnership network and current activities;
- 4.3 Work with colleagues on a case management basis to resolve members' issues;

- 4.4 Achieve a level of relationship with members such that member testimonials can be extracted and publicly used;
- 4.5 Process and issue invoices and membership certificates for membership renewals (including reconciliation of bank statements with Xero, CiviCRM and ACA NSW's website CMS);
- 4.6 Conduct reminder renewal campaigns for soon-to-be expired memberships;
- 4.7 Liaise with ACA NSW colleagues to advise and support the CEO in the creation of new value-added benefits and opportunities for existing ACA NSW members;
- 4.8 Conduct a weekly outbound call program to engage with existing members, in concert with the ACA NSW colleagues and CEO;
- 4.9 Produce, distribute and process satisfaction surveys to members who have sought assistance each month;

MEMBERSHIP RECRUITMENT

- 4.10 Provide positive customer service that would convert non-members to become members;
- 4.11 Assist prospective members' inquiries to appreciate ACA NSW's member benefits, Strategic Plan, supplier partnership network, current activities, achievements, and members' testimonials;
- 4.12 Process and issue invoices and membership certificates for new memberships (including reconciliation of bank statements with Xero, CiviCRM and ACA NSW's website CMS);
- 4.13 Advise and support the ACA NSW colleagues and/or CEO in the creation of marketing collaterals that outline new value-added benefits and opportunities for new ACA NSW members;

REGULATORY AND BUSINESS-RELATED ADVICE

- 4.14 Triage and refer members to ACA NSW's lawyers and/or Industrial Relations Advice Line;
- 4.15 Develop own and team's knowledge and expertise to share with members verbally and/or in written form;
- 4.16 Produce Frequently Asked Questions (and corresponding Answers) for distribution to members either via e-mail or for download from the ACA NSW website;
- 4.17 Assist in the development and coordination of the development and maintenance of policies, factsheets and templates within ACA NSW and/or its authorised external partners;

TRAINING & EVENTS

- 4.18 Contribute toward the development and marketing of training and events that are relevant and in demand;
- 4.19 In conjunction with ACA NSW colleagues and/or the CEO, create, maintain and publish training and events on-line via ACA NSW's website, social media platforms and e-mail and hardcopy broadcasts;
- 4.20 Process and issue invoices and certificates for training/events' paid participants;
- 4.21 Resolve all unpaid participants before the training and/or event;
- 4.22 Assist prospective and registered participants' inquiries to appreciate ACA NSW's training and events' benefits, sponsors and suppliers, current calendar, achievements, and members' testimonials;
- 4.23 Refer members' inquiries for at-centre training and events to the approved network of training and events providers;

MEMBERSHIP SUPPORT & ENGAGEMENT

- 4.24 Assist in the writing and publishing of articles/information relevant to and aligned with members' interests in a timely fashion on The Weekly Update, the ACA NSW website and social media platforms and via relevant hardcopy publications;
- 4.25 Conduct a members' visitation program to ensure understanding of issues, concerns and perspectives;
- 4.26 Leverage all suppliers' and business memberships' relevant information and share them with ACA NSW members;
- 4.27 Assist in scheduling member requests for access to the membership records in accordance with the Constitution;

SYSTEMS MANAGEMENT & DEVELOPMENT

- 4.28 Assist the CEO in maintaining/expanding the organisation's on-line real estate and tools;

INTERNAL REPORTING

- 4.29 Maintain and report member-related trending statistical data;
4.30 Provide information and reports to the CEO and relevant Sub-Committee who present the organisation's membership activities, performance and issues;
4.31 Support the CEO and participate in the relevant Sub-Committee meetings;
4.32 Record own operational procedures in the ACA NSW Operations Manual for staff cross-training and risk management purposes.

GENERAL

- 4.33 Maintain an orderly filing system;
4.34 Contribute to the development of annual budgets;
4.35 Liaise and support, as required by the CEO and/or the Executive Committee, the activities of key suppliers and contractors, for example Guild Insurance.

5. SHARED COMMON DUTIES

- 5.1 Attend and participate in the weekly Team Meetings.
5.2 On a rostered and equitable basis, be actively responsible for the cleanliness and upkeep of the office amenities and infrastructure.
5.3 Provide, wherever possible, hospitality for visitors to the ACA NSW office.
5.4 Assist the office in taking and responding to in-bound telephone calls, e-mails and faxes, as well as accept deliveries.
5.5 Attend to, on a rostered and equitable basis, all mail to and from the Post Office, including bulk mail outs.
5.6 Assist, as required, to attend and/or otherwise support events and campaigns, including Annual General Meetings, Special General Meetings, Network Meetings, and other member-related events.
5.7 Assist in checking for office consumables requirements and prepare orders for approval and placement.

6. ADDITIONAL DUTIES

The person in this role will also be required to perform all other duties as reasonably assigned.

7. APPROVED DELEGATIONS AND AUTHORITY

Subject to a delegations matrix and/or equivalent, this role is authorised to conduct the following:

- 7.1 Expenditure and accounting of petty cash; and
7.2 Access to member records.

8. PROFESSIONAL QUALITIES TO BE DEMONSTRATED

- 8.1 An ability to communicate clearly at all levels (verbal and written) and generate a high degree of credibility and confidence appropriate to the role;
8.2 Ability to facilitate and support the work of team members; and
8.3 Proven ability to plan, organise resources and follow through on relevant projects.

9. PERSONAL QUALITIES TO BE DEMONSTRATED

Consistently delivers and models a high quality of service and support to existing and potential major liaisons and stakeholders, as well as fellow employees, characterised by:

- 9.1 A can-do attitude;

- 9.2 A customer service skillset that includes patience, attentiveness, empathy, clear communications, knowledgeability, positive language, basic acting skills, time management, ability to “read” customers, calming presence, solutions-oriented, ability to handle surprises, persuasiveness, tenacity, closing ability, and willingness to learn;
- 9.3 Demonstrating and supporting teamwork;
- 9.4 Showing respect and gaining trust;
- 9.5 Prudent and responsible with finances and resources;
- 9.6 Demonstrating leadership and initiative;
- 9.7 Problem solving;
- 9.8 Accuracy with all information;
- 9.9 Being highly personable and professionally presented at all times;
- 9.10 Being well organised;
- 9.11 Awareness of own, others and joint responsibilities;
- 9.12 Undertaking all responsibilities and duties without regular and/or constant supervision or direction;
- 9.13 Show cooperation and flexibility;
- 9.14 Use strengths and talents to serve the interests of ACA NSW; and
- 9.15 Decision making being always objective, informed, considered and thorough.

10. CONDITIONS

Work hours are typically from 8.30 am to 5.00 pm (including a daily hour-long lunch break). On-site off-street parking is provided at the ACA NSW's Parramatta office.

Unless otherwise specified in appointment documentation, all leave and related benefit conditions are outlined in accordance with applicable employment legislation, ACA NSW's Human Resources Policy Manual and other governance documents.

A minimum of four (4) weeks' notice applies in the event of your resignation.

11. TOOLS PROVIDED

- 11.1 A desktop computer; and
- 11.2 Relevant and on-going training.

12. EDUCATIONAL QUALIFICATIONS, CERTIFICATIONS AND EXPERIENCE

- 12.1 Relevant and acceptable experience in long daycare childcare (preferred).
- 12.2 Have a high degree of computer literacy – to include competence in the following Microsoft applications - word processing, spreadsheets, databases, file management, e-mail and the internet.

13. REMUNERATION AND PERFORMANCE REVIEW

The ACA NSW's remuneration for this full-time position is also based on experience. Overtime and time-in-lieu arrangements are also available.

A structured performance and remuneration review will be conducted at least quarterly using the position description and other agreed and documented KPIs as the basis for appraisal criteria. Such reviews will also provide opportunities for amending the position description on a mutual-agreement basis. Such amendments can only be accepted by the Executive Committee or delegated authority.

As a minimum, a Fair Work Commission-advised annual remuneration increase will be considered by the Executive Committee.

14. MANDATORY ANNUAL LEAVE DUE TO OFFICE CLOSURE

Please note that the ACA NSW office typically closes on 27 December each year to the first Friday in January in the next year (plus any additional public holidays that fall during or adjacent to this period). Consequently, corresponding annual leave entitlements will typically be expended during this time unless alternative arrangements can be mutually agreed to.

15. COVID-19 CONSIDERATIONS

The person in this role will be expected to conduct herself/himself in a manner that is in accordance to public health requirements. ACA NSW will also be responsible to observe all public health requirements, notwithstanding this position description.

16. ACCEPTANCE OF DUTIES AND RESPONSIBILITIES

I have read the duties, conditions and responsibilities outlined in this position description and agree to meet these and to have my performance monitored and evaluated in relation to my achievement of the role as detailed in this position description.

Signed as acceptance:
Member Support Officer

Signed:
Chief Executive Officer

Name:

Name:

Date:

Date: