

POSITION DESCRIPTION

Position Title	Relationships & Members' Successes Officer
Reports To:	Chief Executive Officer (CEO)
Date Reviewed:	2 October 2025
Employment Status:	Full-Time
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 day care 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 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 Relationships & Members' Successes Officer will have the following responsibilities exclusively as well as shared:

- 2.1 assistance in implementing the Strategic Plan of ACA NSW;
- 2.2 supporting the Executive Committee and Sub-Committees, the CEO and fellow staff members;
- 2.3 assisting the primary interfaces between ACA NSW, its members, its subsidiaries and affiliates, its allies, its corporate partners, as well as potential members and partners;
- 2.4 supporting, addressing, leading and materialising ACA NSW's business-related issues, activities, events, concerns and opportunities through the Executive Committee, CEO and fellow staff peers;
- 2.5 identifying, leading, promoting and realising value-added benefits, activities, events, partnerships and opportunities for ACA NSW and its members;
- 2.6 recruiting new members, partners and suppliers; and
- 2.7 maintaining relationships with existing members, partners and suppliers.

3. MAJOR LIAISONS AND STAKEHOLDERS

The role reports to the CEO firstly as well as the Executive Committee, is required to work in a congenial team environment, as well as with the following:

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

4. PRIMARY DUTIES

PARTNERS & SUPPLIERS RECRUITMENT & RETENTION

- 4.1 Identify, engage, recruit potential new and retain existing partners and suppliers for the purposes of supplier memberships, sponsorships as well as for member benefits and ACA NSW events/activities.
- 4.2 Work with the Membership Support Officers and CEO in relation to the identifying, recruiting and retaining supplier members as well as facilitating their supplier membership approvals/renewals.
- 4.3 Work with the CEO in relation to identify, sponsorships.
- 4.4 Collaborate with the CEO with existing partners, suppliers and event organisers.
- 4.5 Work with the CEO and others nominated by the CEO in relation to events and activities assigned by the CEO.
- 4.6 Collect, maintain and share appropriate records, contact details, interaction and success information.

SPECIFIC PARTNERS'/SUPPLIERS' SUCCESS ACTIVITIES

- 4.7 Identify, promote, engage, recruit/convert early childhood education and care services to become customers of specific partners/suppliers as designated by the CEO.
- 4.8 Collect, maintain and share appropriate records, contact details, interaction and success information.

CONFERENCE/TRADE EXHIBITION ACTIVITIES

- 4.9 Recruit and support exhibitors for relevant ACA NSW events.
- 4.10 Work with the CEO to identify, promote, engage and materialise potential suppliers as exhibitors.
- 4.11 Collect, maintain and share appropriate records, contact details, interaction and success information.

BUSINESS DEVELOPMENT ACTIVITIES

- 4.12 Work with the CEO in relation to the development of new revenue generators for ACA NSW (or its subsidiaries) that provide benefits for early childhood education and care services, their educators and/or teachers, and/or their children.

TEAM SUPPORT

- 4.13 Ensure relevant daily, weekly and monthly tasks are completed.
- 4.14 Assist with all relevant business-related communications (Phone, E-mail, Web, Face-to-Face).
- 4.15 Assist with Member-related issues when the Member Support Officers are indisposed.
- 4.16 Assist with the optimal performance of ACA NSW's CRM system.
- 4.17 Assist with office digitisation, including document management, EFTPOS and online payments, and event ticketing.
- 4.18 Prepare correspondences and documents.
- 4.19 Assist the Member Support Officers to promote all membership benefits (including those offered from our supplier members).
- 4.20 Compile performance and operational reports for the CEO and the ACA NSW Executive Committee.
- 4.21 Maintain the register of contracts/agreements (including sponsorships).
- 4.22 Assist with Member and Non-Member related events and activities, including being the host or support personnel for such events/activities when required.

EXTERNAL COMMUNICATIONS

- 4.23 Co-produce relevant content, coordinate and manage all online content, and ensure their currency as well as making effective use of them for marketing purposes. This includes ACA NSW's website, Facebook, Twitter, LinkedIn, Instagram and YouTube platforms.
- 4.24 Co-create and distribute marketing including surveys, mailers and legislative updates.
- 4.25 Coordinate, co-produce content and manage communications between ACA NSW and its members eg The Weekly Update e-mails, Member Alerts, Nurture Nooks, source stories for our members to cut and paste into templates for their own Services Newsletter, etc.

GENERAL

- 4.26 Maintain an orderly working environment.
- 4.27 Contribute to the development and implementation of annual budgets, staff training and activities.

5. SHARED COMMON DUTIES

- 5.1 Attend and actively participate in ACA NSW 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 as well as accepting of deliveries.
- 5.5 Attend to, on a rostered and equitable basis, all mail to and from the Post Office, including bulk mailouts, if required.
- 5.6 Assist, where required, to attend and/or otherwise support events and campaigns, including Annual General Meetings, Special General Meetings, Members-Only Meetings, and other member-related events.
- 5.7 Assist in checking for office consumables requirements.

6. ADDITIONAL DUTIES

- 6.1 The person in this role will also be required to perform all other duties as reasonably assigned by the CEO or the ACA NSW President.

7. APPROVED DELEGATIONS AND AUTHORITY

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

- 7.1 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.
- 8.4 Fulfilling all legislative, statutory and commercial obligations.

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 appropriate 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

The 7.5 working hours per weekday are typically across 8.30 am to 5.00 pm (with an hour-long unpaid lunch breaks). There will be outside-of-working hours and weekend work on occasion. Time-in-lieu arrangements are preferred.

On-site parking is provided at the ACA NSW's office where available.

Collegial communications also include the use of WhatsApp.

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

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

11. TOOLS PROVIDED

- 11.1 A laptop computer.
- 11.2 Travel allowance.
- 11.3 Mobile allowance.
- 11.4 Business cards.
- 11.5 Relevant and on-going training.

12. EDUCATIONAL QUALIFICATIONS, CERTIFICATIONS AND EXPERIENCE

- 12.1 Have a high degree of computer literacy, including competence in the following applications: word processing (Word), spreadsheets (Excel), file management (Explorer), e-mail (Outlook), video conferencing (Zoom/Teams), the Internet (Edge/Chrome), database management (Zoho, MailChimp) and others (SurveyMonkey, SMS).

13. REMUNERATION AND PERFORMANCE REVIEW

The ACA NSW's remuneration for this full-time position is a minimum of \$70,000 per annum, plus the minimum 12% statutory superannuation and based on experience.

A structured performance, remuneration and commission/bonus review will be conducted at least quarterly using the position description and other agreed and documented KPAs/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 CPI or Fair Work Commission-based annual review 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. 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 (RMSO)

Signed (CEO)

Name:

Name:

Date:

Date: