

Member Experience Coordinator

Position Description

Directorate:	Membership, Volunteers and Regional Operations
Reports to:	Manager, Member and Youth Experience
Direct reports:	NIL
Location:	This position will be centre based at State Support Office and will work closely with the Regional Directors and their locally based teams within each Region.
Primary position objective:	Implement state-wide membership projects, systems and initiatives to enhance member attraction, retention and engagement, working collaboratively with Regional Operations teams.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Membership, Volunteer and Regional Operations directorate. The teams within the directorate and their functions are:

Member and Youth Experience: this team is responsible for state-wide membership strategy and engagement; member recruitment and onboarding; Conference support; youth and schools' strategy and engagement; and learning and development needs identification.

Member Programs: this team is responsible for state-wide program management and will support local delivery of membership programs, services and assistance including WE CARE, EAPA, NILS, ERF, Twinning and other emerging programs.

Volunteer Experience: this team is responsible for state-wide volunteer strategy and engagement; volunteer recruitment and onboarding (including compliance); and learning and development needs identification.

Regional Operations: this team is responsible for local implementation of conference engagement; member, youth and school engagement; volunteer engagement; WE CARE process; regional leadership; community engagement; community needs analysis; and enabling functions coordination.

Accountabilities and responsibilities

The Member Experience Coordinator will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Implement actions from in the Membership Strategy to support and enhance member attraction and retention, including identifying new models of membership and engagement activities that address community need.
- Ensure an adequate and accurate CRM (database) of members is in place and establish processes for data maintenance, supporting regional implementation.
- Contribute to the development and implementation of member policies and procedures, ensuring effective systems and processes are in place to support policy communication, understanding and compliance.
- Work collaboratively with Member and Community Engagement staff in regions to resource and support Conferences to function effectively.
- Lead the development of strategies to ensure members have a strong sense of ownership of and belonging to the Society and are recognised and valued for their work.
- Ensure adequacy and consistent application of state-wide systems and processes for pre-engagement checks (National Criminal History Check; Working with Children Check) for members; and that high levels of compliance with Child Safeguarding requirements are achieved.
- Collaborate with the Learning and Development Needs Coordinator (MVRO) to support members to complete compliance learning, as well as identify other training needs.
- Contribute to a safe working environment for members, staff and volunteers by adhering to the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Improved member experience
- Increased member engagement
- Development, implementation and maintenance of a new membership CRM
- Consistent and supportive member systems and processes in place and utilised
- Effective policies and procedures for members are in place and complied with.

Key working relationships

In addition to the Manager, Member and Youth Experience and their direct reports, the Member Experience Coordinator will foster close working relationships with:

- Regional Directors (Regional Operations team)
- Member and Community Engagement Coordinators (Regional Operations team)
- Manager, Policy and Advocacy and team (Strategy and Governance)
- Director, Governance and team
- Vinnies Services teams.

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 3) Manage collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 3) Support others to engage with and adapt to change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 3) Manage virtual, dispersed teams and stakeholders using digital tools.
- **Innovation and improvement:** (Level 3) Facilitate an improvement in existing and new services, and ways of working.
- **Financial acumen:** (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget.

Role-specific criteria

- Relevant tertiary qualification/s in human resources, communications, or human and social services.
- Experience developing and implementing engagement and communication strategies in metropolitan and regional areas.
- Demonstrated ability to review and analyse data to enable effective reporting on member experience.
- Proven communication and interpersonal skills across a range of mediums.
- Proven project management skills and the ability to manage competing priorities.
- NSW driver licence.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Experience working in member and youth engagement related sectors.