

Member Support Officer

Position Description

Directorate:	Membership, Volunteers and Regional Operations
Reports to:	Manager, Manager, Member and Youth Engagement
Direct reports:	NIL
Location:	Centre based in State Office at Lewisham.
Primary position objective:	<p>Deliver effective program support and lead on key initiatives as directed by the Manager, Member and Youth Engagement.</p> <p>Perform project activities as directed to contribute to the development and delivery of the membership strategy.</p>

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:

The Member & Volunteer Programs Team is responsible for state-wide member and volunteer strategy and engagement; member and volunteer recruitment and onboarding; Conference support; youth and schools' strategy and engagement; and learning and development needs identification. It is also responsible for state-wide program management and will support local delivery of membership programs, services and assistance including NILS, ERF, Vinnies Vans, Twinning and other emerging programs.

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

Accountabilities and responsibilities

The Member Support Officer will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Undertake a range of project activities, including preparation of reports and briefs, coordinating resources, maintaining project documentation and implementing and monitoring project plans, to ensure project outcomes are achieved on time, on budget, to quality standards and within agreed scope.
- Undertake research and analysis, identifying trends and preparing project briefs, to support informed decision-making and planning.
- Support the implementation of the Member Strategy.
- Work collaboratively with regional colleagues to ensure that an accurate database of active members is in place, ensuring the collection of all relevant member information.
- Work collaboratively to support the implementation of effective recruitment and onboarding systems for all members, including youth.
- Support delivery of internal communications platforms including for members across NSW.
- Assist with the development and implementation of a policy and procedure framework for members and support local compliance with those policies and procedures.
- Lead on specific projects as discussed and agreed with the Manager, Member and Youth Engagement as well as collaborating with the Member Programs Team on key projects as discussed and agreed between each Team's Manager.
- 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.
- Undertake other key tasks as prioritised to support the program of work of the Manager, Member and Youth Experience.
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Critical Key Performance Indicators (KPIs)

- Improve member experience and engagement.
- Undertake clear, accurate reporting for key programs as allocated.
- Provide timely and effective support for the roll-out of new systems for members and volunteers as required.
- Lead and deliver on key tasks including related to communications to membership in an effective, timely manner.

Key working relationships

In addition to the Manager, Member and Youth Engagement and their direct reports, the Member Support Officer will foster close working relationships with:

- Member and Community Engagement Coordinators (Regional Operations team);
- Other roles within other Directorates based on the projects or initiatives assigned.

Essential criteria

Critical capabilities

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

- **'People we serve' centric:** (Level 1) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.

- **Values based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Team performance:** (Level 1) Develop own performance and contribute to team performance.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial acumen:** (Level 1) Use the Society's resources responsibly.

Role-specific criteria

- Relevant tertiary qualification/s in human resources, learning & development, communications or business or other equivalent work experience.
- Relevant experience in a project-based work environment.
- Proven communication and interpersonal skills across a range of mediums.
- Proven project coordination skills and the ability to manage competing priorities.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.