

Australian Council of Social Service

Position Description

Title of Position	Membership and Policy Coordinator
Term	Permanent
Responsible to	Director of Development and Operations
Link to Impact Strategy	5 Year Impact Strategy
Hours of work	Full time (73.5hrs / fortnight)
Location	Sydney, NSW
Salary:	ACOSS Enterprise Agreement Level 4 plus superannuation, leave loading and above award conditions <i>* ACOSS pay tables are indexed annually at the greater of 1.5% or any increase to the SCHADS Award</i>

Organisational Overview

The Australian Council of Social Service is a national advocate for people affected by poverty, disadvantage and inequality, and the peak body for community services nationally.

Position Overview

The position works closely with the Director of Development and Operations and the Director of Policy and Advocacy. This role is responsible for managing and implementing membership projects and processes, including facilitating the participation of members in ACOSS policy development, and managing ACOSS's CRM system. The role also provides high level admin and support for ACOSS's Policy and Advocacy work as well as providing general administrative support to the ACOSS office.

Key Responsibilities

- Responsible for administration and functions within membership processes, including but not limited to recruitment, retention and engagement, and provides specialist expertise and advice in this area.
- Responsible for administration and functions within policy and advocacy support – including but not limited to political engagement administration, policy network engagement and meetings support – and provides specialist expertise and advice in this area.
- Undertakes responsibility for moderately complex projects including planning, co-ordination, administration, implementation and evaluation, within the areas of Membership, Policy and Advocacy Support, Organisational Development and general administration.
- Develops, manages, maintains and administers ICT and CRM system related to work area, including providing specialist expertise, advice and internal training, and establishing key procedures.
- Contributes knowledge to establishing procedures within work areas and where procedures are not defined, further develops work methods and exercises judgment and critical knowledge.
- Responsible for managing and planning work as directed and at times that of staff at lower levels and volunteers.
- Contributing to the operations of the ACOSS national office, including administrative support of a complex nature, administrative assistance, reception duties and general administrative office support, as required.

Selection Criteria (Skills, knowledge, and experience)

Essential

1. A demonstrated commitment to the core values of ACOSS, and knowledge of ACOSS's functions, policies and activities.
2. Strong written and oral communication
3. Strong organisational skills, with experience in providing high level administrative support and project management
4. Strong ICT and other technical skills including Microsoft Office suite and CRM databases
5. A high level of interpersonal skills in dealing with the public and other organisations
6. Ability to work independently and collaboratively to contribute to the success of the team.

Desirable

1. Experience working in the not for profit community sector and/or political offices
2. Experience using CRM systems
3. Experience working in a membership based organisation
4. Understanding of political landscape and ACOSS' Impact Priority Areas
5. Understanding of the issues facing people who experience poverty and disadvantage.

Organisational and Human Relationships

Reports to:	Director of Development and Operations
Direct Reports:	n/a
Works closely with:	Director of Policy and Advocacy, Operations Team, Policy Team
Work Areas:	Autonomy to arrange work in a manner the employee feels most comfortable with provided there is no change to defined work practices. Works under general direction in the application where procedures are well established