



POSITION DESCRIPTION

POSITION TITLE	Corporate Services and Membership Officer
CLASSIFICATION	Social, Community, Home Care and Disability Services Industry Award 2010 Social and Community Services Employee Level 4

TEAM DESCRIPTION

The Corporate Services team has oversight of the operational functions of LGBTIQ+ Health Alliance (LHA). This includes and is not limited to governance and legal compliance, human resource management, financial management, undertaking of all administrative tasks, management of LHA's members and the membership program, ensuring that our communication processes, platforms and activities are maximised and efficient and to ensure that all of LHA's IT requirements are tended to. In addition, the Corporate Services team provides secretariat support to the Board of Governance and some administrative support to the Chief Executive Officer.

ROLE OBJECTIVE

The Corporate Services and Membership Officer role provides administrative and membership support to ensure that LHA operates legally and consistently and to support the program staff to maximise efficiencies and organisational standards. The Corporate Services and Membership Officer also assists in the implementation of the LHA Membership Benefits Program. The role provides excellent customer service to all current and prospective members, handles membership enquiries, and effectively and efficiently facilitates the joining of new members. The role assists in communication initiatives as they relate to members.

All roles at LHA place the needs of LGBT Aboriginal and Torres Strait Islanders, BrotherBoys and SisterGirls as a priority across all of our programs. It is a requirement that all staff ensure that all aspects of their work that LGBT Aboriginal and Torres Strait Islanders, BrotherBoys and SisterGirls are considered and incorporated.

REPORTING STRUCTURE

This position reports to the Corporate Services Manager.

No direct reports.

PRINCIPAL DUTIES

Organisational Administration

- Follow and maintain existing administration, filing and office management procedures and processes.
- Assist in the management of office administration and filing systems so that the organisation can improve efficiencies.
- Ensure the office is tidy with supplies maintained.
- Administer the day-to-day office activities, including room bookings, postage, courier and CabCharges.
- Administer and arrange company events and sessions, including travel and accommodation bookings for staff and external participants as required.
- Assist the Corporate Services Manager in duties related to co-share office management.
- Assist LHA to meet its obligations with the Australian Charities and Not-for-profits Commission



- Assist the Corporate Services Manager in the management of the operations of LHA.
- Assist LHA Program Managers when required and provide support to the Chief Executive Officer.
- Ensure that LHA telephone is answered efficiently during core LHA working hours.

Membership Program

- Assist to implement the LHA Membership Benefits Program.
- Support and promote the LHA Membership Benefits Program.
- Oversee the management of Full Member Leadership meetings, including minute taking within the LHA meeting portal, Our Cat Herder (OCH).
- Undertake activities and support initiatives, processes and communications to grow membership numbers.
- Assist and undertake membership administrative tasks in relation to joining, membership payments and fees, and maintain the Member Register system/database.
- Undertake and complete processes for the timely and efficient acknowledgement of membership applications, approvals and distribution of welcome packs.
- Under the direction of the communications function, assist to coordinate and deliver effective communications and follow-up to current and prospective members.
- Directly speak and write to current and prospective members, advocate the benefits of joining the LHA, and facilitate the joining process.
- Provide excellent customer service to members, both over the telephone and in-writing.

Financial Administration

- Assist the Corporate Services Manager and liaise with the external accountancy service as required, for financial administration and transaction processing.
- Oversee the day to day management of petty cash system, any cash handling and banking.
- Assist in the completion of accounts payable and accounts receivable transaction processing in a timely and efficient manner.

Maintain performance and professional development

- Participate in team meetings and activities.
- Undertake tailored courses to increase knowledge and skills in relation to governance, human resources and finance, as identified and determined.
- Participate in supervision and performance review.
- Attend mandatory training as required.
- Manage workload to meet outcomes in required timeframes and seek support when required.
- Work effectively in a team environment.

Other duties and responsibilities

- This position may involve work outside normal business hours, e.g. occasional evening teleconferences and work required to meet critical deadlines.
- Maintain a clean and safe workspace and abide by workplace health and safety policies and all other LHA policies and procedures.
- Willingness to travel within Australia.
- Undertake other tasks as directed.
- Adopt continuous learning and improvement processes in all aspects of the position.
- Understand, implement, participate and promote Organisational Policies and Procedures, and Workplace Health and Safety (WHS) objectives, processes and procedures.



- Maintain the office for Work, Health and Safety compliance in conjunction with the Corporate Service Manager and co-share office management where applicable, and identify and report all issues as they arise.

KEY SKILLS & EXPERIENCE

Qualifications

- At least 3 years' experience of office or business administration, accounting, governance and compliance or other relevant fields.

Experience Required

- Experience and understanding of all legislative and compliance requirements for a company limited by guarantee with charitable status.
- Experience working with and meeting the requirements of the Australian Charities and Not-for-profits Commission.
- Experience of working with and understanding of the SCHADS Award 2010.
- Experience of working effectively and collaboratively in a small team environment, with minimal supervision.
- Demonstrated understanding of and commitment to the health and human rights of LGBTI people and communities.
- Experience in providing support to committees, including the preparation of complex meetings schedules, agendas and minute taking.
- Demonstrated experience of working in environments where a high degree of judgement, imitative confidentiality and sensitivity is required.

Computer Skills

- Experience and good working knowledge of Microsoft Office (Outlook, Word and Excel).
- Practical experience using XERO Accounting System or similar.
- Practical experience using the Our Cat Herder Board portal or similar would be desirable.

Aptitude & Interpersonal Skills

- Good oral and written communication skills.
- Excellent administrative and organisational skills and the ability to work with a demanding workload in a timely way.
- Strong initiative and self-motivation and ability to work autonomously and as part of a Team.
- Commitment to the principles of equal opportunity, workplace diversity and industrial democracy.
- A range of administrative skills such as accuracy and attention to detail, problem-solving skills and excellent verbal and written communication skills.
- Knowledge and experience of accounting procedures and the use of the XERO Accounting system.
- Capacity to work productively in a team both with LHA, and its Member Organisations.
- Ability to prioritise activities – a significant factor in determining performance effectiveness.
- Demonstrated ability to work in a flexible and evolving environment, and coordinate competing activities to achieve organisational outcomes.



KEY PERFORMANCE INDICATORS (KPIs)

- Member service and satisfaction, servicing both internal and external clients/members (customer, staff, member, stakeholder feedback).
- Satisfactory achievement of ongoing targets, goals and objectives as set and agreed with the Executive Director and the Organisation.
- Accuracy of data entry, filing, documentation and information management within the Organisation's database and systems.
- Responding to and answering telephone calls, enquiries and emails within set timeframes and dealt with in accordance with Organisational standards.
- Preparing, completing and submitting documentation and reports in accordance with Organisational standards and timeframes.
- Ensure that performance reviews are completed within set timeframes.
- Board satisfaction with secretariat support and governance processes.
- Activities undertaken are fully compliant with statutory, commercial and legal requirements.
- Following of instructions and completion of tasks in a timely, accurate and efficient manner which meet the requirements of the organisation, members and required regulatory standards.
- Following, utilisation and promoting of Organisational Policies and Procedures, Organisational Core Values and Work Health and Safety (WHS) requirements.

Signed by the CEO of LGBTIQ+ Health Australia: _____

A handwritten signature in black ink, appearing to read "Nicky Bath", is written over a horizontal line.

_____ Date: 23.06.2021

Signed by Employee: _____ Date: _____