



POSITION DESCRIPTION

Membership & Events Officer

Responsible to	Director Finance and Operations
Hours	0.6 FTE (3-4 days a week)
Location	HIMAA National Office, North Ryde, NSW
Functional relationships with	Chief Executive Officer, Program Manager, Digital & Communication Officer, Education Services, HIMAA Membership Committee, HIMAA Branches
Overall objectives	<p>Provide strong relationship with HIMAA members and proactively engage with key stakeholders to broaden and deepen connections to HIMAA.</p> <p>Implement engagement strategy to increase awareness of membership.</p> <p>Provide continuous improvement in delivery of membership and events.</p> <p>Drive membership growth and retention.</p> <p>Build and maintain successful stakeholder relationships.</p> <p>Work collaboratively with internal stakeholders to proactively identify opportunities.</p>
Essential selection criteria	<p>Previous relevant experience within a professional services environment, preferably within a membership-driven organisation.</p> <p>Demonstrable experience in membership CRM or similar.</p> <p>Ability to execute membership retention and recruitment strategies.</p> <p>Excellent written and verbal communication skills.</p> <p>Strong stakeholder engagement skills.</p> <p>Attention to details and have accomplished technology ability.</p> <p>Demonstrated ability to think analytically.</p>

	Intermediate-advanced competency in information technology skills in the application of Microsoft 365 and Office Suite, WordPress, or relevant CRM in membership.
Key responsibilities	<p>Membership Services</p> <p>Lead point of contact for members, HIMAA branches and Special Interest Groups (SIGs).</p> <p>Engage with members through various channels to ensure their needs and expectations are met.</p> <p>Oversee/administer member account management including membership renewals and new applications using CRM system.</p> <p>Commitment to implement membership recruitment and retention strategies, including but not limited to both individual and organisational membership.</p> <p>Drive and implement strategies targeting new members.</p> <p>Maintain member satisfaction to support retention.</p> <p>Drive membership incentives and promotions to increase the value proposition.</p> <p>Contribute membership information and news items, including member profiles and achievements, to HIMAA's monthly eNewsletter.</p> <p>Manage members' certification through HIMAA Professional Credentialling scheme (PCS).</p> <p>Accurate database management and preparation of membership reports as needed.</p> <p>Professional Development & Branch Events</p> <p>Administer branch Professional Development activities and CPD certification.</p> <p>Ability to network and form alliances with universities' course co-ordinator and state branches to support and retain student membership.</p> <p>Support membership activities at branch level, such as providing secretariat support and coordination in all aspects of branch event registration and promotion.</p>

	<p>Provide membership support with external conference provider in all aspects of annual conference registration and promotion.</p> <p>Others</p> <p>Other ad hoc membership and events related duties in accordance with employee's range of skills and competence.</p> <p>Identifying opportunities and lead to recruit membership.</p>
General	<p>Observation of HIMAA policies.</p> <p>Exhibit respect, collegiality, and professionalism.</p> <p>Demonstrate commitment to the vision, mission, and objectives of HIMAA.</p> <p>Ability to contribute and work within a team.</p> <p>Understanding or experience of business finance.</p> <p>Interstate travel for work if required.</p>