

Membership Coordinator

POSITION DESCRIPTION AND HOW TO APPLY

Primary location	Regional Arts Victoria staff are located across Victoria from as far as Wadi Wadi to Krowathunkooloong, and back to Dhauwurd Wurrung country. We strongly encourage applicants from regional Victoria to apply, so, this role can be based anywhere in Victoria. You will, however, be required to work from Melbourne, Gippsland, and other areas of regional Victoria from time to time.
Reporting to	Senior Manager, Communications & Engagement
Direct Reports	None
Working with	Regional Arts Victoria staff and members located in Melbourne and across Victoria; external project stakeholders including Arts Organisations, local Councils, and Community Groups.
Position type	This is a Part-Time, 0.47 EFT (18hrs per week) Employment is subject to a 3-month probationary period.
Salary details	<ul style="list-style-type: none"> • \$63,500 per annum (Pro Rata) • 18 hours per week = \$578.44 gross per week • 10.5% superannuation • 17.5% holiday leave loading • \$20 monthly Phone allowance
Employment period	From: Monday, 8 May 2023 To: Wednesday, 31 December 2025
Employment Benefits	<ul style="list-style-type: none"> • Warm and welcoming team culture • Flexible Working Arrangements • Work from home or own office (note that Regional Arts Victoria does not have an office base) • Confidential access to Employee Assistance Program • A values driven organisation that puts people first.
EOIs open	ASAP
EOI's close	Midnight, Sunday 16 April 2023
Interviews	Thursday 20 April 2023
Notification	COB, Friday 21 April 2023
Start Date	Week beginning Monday, 8 May 2023
How to apply	<p>First Nations people, people from culturally diverse and/or LGBTQI communities, and people with a lived experience of disability, are strongly encouraged to apply.</p> <p>Applications should be submitted to Angela Pamic, HR Manager, hr3@rav.net.au and include a covering letter responding to the key selection criteria (maximum 2 pages of text), a brief CV and the names and contact details of 3 professional referees.</p>

	Further details regarding the application process can be found at the end of this document. Please contact us if you require alternative access application methods. Late applications will not be accepted.
RAV is a Child Safe Organisation.	<p>Regional Arts Victoria is committed to the safety of children and young people who participate in our programs as audience members, participants, and creators. All children and young people, regardless of their gender, race, ethnicity, culture, religious beliefs, age, disability, sexual orientation, family or social background, have the right to feel safe and protected from abuse. RAV has a zero tolerance for child abuse or racism.</p> <p>The successful applicant will be required to undergo a Working with Children Check and National Police check to be eligible for the role. (Regional Arts Victoria will meet the cost for the successful applicant)</p>

ABOUT REGIONAL ARTS VICTORIA

Regional Arts Victoria is the peak body for regional artists and arts organisations across Victoria. As an independent, not-for-profit, membership-based organisation, we foster contemporary and innovative cultural practice across regional Victoria through long-term partnerships with artists, venues and across multiple portfolios and levels of government.

Regional Arts Victoria has inspired art across the state across five decades. Through creative facilitation, touring, education, specialised resources, artistic projects and advocacy, we develop and sustain creative communities and artistic practice all over Victoria.

For more about us, visit www.rav.net.au.

ABOUT THE ROLE

The **MEMBERSHIP COORDINATOR ROLE** supports the delivery of Regional Arts Victoria's membership. Working closely with the Membership Engagement Coordinator, this role will act as the contact point for membership inquiries and be responsible for maintaining accurate membership and members public liability insurance records.

POSITION DESCRIPTION

Membership administration

- Oversee the administration of applications, renewals, cancellations, refunds and insurance contributions of members.
- Ensure membership records are current, correct and free of duplications.
- Process membership invoicing in Xero and identify membership income received to enable reconciliation.
- Respond to membership enquiries from regionally based groups and individuals.
- Work with the Membership Engagement Coordinator to coordinate communications to members.
- Contribute to internal process development and documentation.
- Work with the Senior Manager Communications and Engagement to continuously improve membership systems and the Salesforce CRM.
- Gather and collate statistical information for reporting purposes.
- Monitor the growth of membership to meet member recruitment and retention targets.
- Collaborate with the RAV's insurance broker to coordinate discounted insurance applications and referrals.
- Provide regular reporting to the insurer as required.

Shared responsibilities

- Maintain an engaged, authoritative, and inspirational voice as a public advocate for the arts and for Regional Arts Victoria.
- Actively contribute to Regional Arts Victoria's organisation wide commitment to and responsibility for child safety and wellbeing.
- Actively contribute to an organisational culture of safe working, collaboration and sustainability.
- Identify and implement continuous improvement processes for membership applications, insurance, and administration of the membership program in accordance with the Membership Business Plan and organisational values.
- Support the implementation of the Membership Plan to maintain member satisfaction, support retention-driving and membership initiatives.

KEY SELECTION CRITERIA

1. Demonstrated experience in using Salesforce.
2. Practical experience in database administration.
3. Possess high level written and verbal communication skills.
4. Excellent attention to detail with proven track record of accuracy in maintaining and updating customer/membership database.
5. Demonstrated high-level computer skills and proficiency in the use of Microsoft Office suite.
6. Proven ability and willingness to work collaboratively.
7. Desirable: Experience in peak body or a membership organisation will be highly regarded.
8. Desirable: Experience working in a regional context.
9. Desirable: Preference for candidates with a strong interest and/or experience in the arts or the non-profit sector.

HOW TO APPLY

First Nations people, people from culturally diverse and/or LGBTQI communities, people of all ages and people with a lived experience of disability, are strongly encouraged to apply.

1. If after reading through this document and visiting our website, you have further questions about the role, please email Kate Gerritsen, Communications & Engagement, Senior Manager on kgerritsen@rav.net.au with the Subject heading "*Recruitment enquiry – Membership Coordinator*"
2. Your application must consist of a covering letter responding to the key selection criteria (maximum 2 pages of text), a brief CV and the names and contact details of 3 professional referees. Please email as a single PDF with your name and the position title as the document's name. Please keep in mind that if you don't address the selection criteria or follow the application process, we won't be able to assess your application.
3. Applications (by email only) should be sent to the Human Resources Manager, hr3@rav.net.au with your name and the position title as the subject heading. Eg *RAV Coordinator – Membership Coordinator – [Insert Your Name]*
4. Please contact Angela on apamic@rav.net.au or 0460 845 709 if you require alternative access application methods or assistance with submitting your application.
5. Shortlisting will take place quickly after close of applications. To be fair to all applicants, no late applications will be accepted.
6. While all applications will be acknowledged by email, only shortlisted applicants will be contacted personally, and we appreciate your patience in not contacting us during this time.
7. Online Interviews will take place on the day(s) noted on page 1 of this document. If you already know that you are unavailable on these dates, please mention this in your covering letter.
8. The Successful applicant will be notified by phone & email on the day noted on page 1 of this document. Unsuccessful applicants will be notified via email in the same week.
9. This role will begin in on the day noted on page 1 of this document. If you already know that you are unavailable for this start date, please mention this in your covering letter and propose an alternative start date. Position handover will take place prior to this role beginning if a suitable date and time can be agreed upon far all involved, or after the role commences.