

## MEMBERSHIP RENEWAL ADMINISTRATOR

### POSITION DESCRIPTION AND HOW TO APPLY

#### ABOUT THE ROLE

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. [www.rav.net.au](http://www.rav.net.au)

The **MEMBERSHIP RENEWAL ADMINISTRATOR ROLE** supports the delivery of Regional Arts Victoria's membership. Working closely with the Membership team, this role will provide additional support during the busy renewal period between July and October.

Role	Membership Renewal Administrator
Primary location	Regional Arts Victoria staff work remotely and are located across Victoria from as far as Wadi Wadi to Krowathunkooloong, and back to Dhauwurd Wurrung Country.
Reporting to	Senior Manager, Communications & Engagement
Direct Reports	None
Working with	Regional Arts Victoria staff located in Melbourne and across Victoria; Regional Arts Victoria membership
Position type	<b>Fixed Term Part-Time, 0.4 FTE (15.2 hours per week)</b> Employment is subject to a 3 - month probationary period. <b>FROM:</b> Immediate Start <b>TO:</b> Friday, 1 December 2023
Salary details	<ul style="list-style-type: none"> <li>• \$63,500 (pro-rata)</li> <li>• 11% Superannuation</li> <li>• 17.5% holiday leave loading</li> <li>• Phone allowance, currently set at \$20/month. (0.6 FTE or less)</li> </ul>
Employment Benefits	<ul style="list-style-type: none"> <li>• Warm and welcoming team culture</li> <li>• Flexible Working Arrangements</li> <li>• Confidential access to Employee Assistance Program</li> <li>• A values-driven organisation that puts people first.</li> <li>• Work from home, or own office (Note that Regional Arts Victoria no longer has an office base)</li> </ul>
Applications open	Now
Applications close	Midnight, Sunday 27 August 2023
Interviews	Wednesday 30 August 2023
Notification	Monday, 4 September 2023
Start Date	Monday, 11 September 2023
How to apply	Details regarding the application process can be found at the end of this document. Please contact us if you require an alternative application method.

## POSITION DESCRIPTION

### Membership administration

- Administer the applications, renewals and insurance contributions of members.
- Ensure membership records are current, correct and free of duplications.
- Process membership invoicing in Xero and reconcile income received through Paypal.
- Respond to membership enquiries from regionally based groups and individuals.
- Support the implementation of the Membership Plan to maintain member satisfaction, support retention-driving and membership initiatives.

### 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.

## 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.

Regional Arts Victoria strongly encourages applicants from regional Victoria to apply, and as such, this role can be based anywhere in Victoria. However, you may be required to work from Melbourne from time to time.

1. If after reading through this document, you have further questions about the role, please email Kate Gerritsen, Senior Manager, Communications & Engagement at [kgerritsen@rav.net.au](mailto:kgerritsen@rav.net.au) with the Subject heading "**Recruitment enquiry – Membership Renewal Administrator – Your Name**"
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 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 should be sent to Angela Pamic at [HR3@RAV.net.au](mailto:HR3@RAV.net.au) by midnight, Sunday 27 August 2023. Please include the Subject heading "**APPLICATION – Membership Renewal Administrator – Your Name**" and email your application as a single PDF with your name and the position title as the document's name. Eg "**RAV – Membership Renewal Administrator – Your Name**"
4. Please contact Angela on [apamic@rav.net.au](mailto: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 at Midnight, Sunday 27 August 2023. 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 *Wednesday 30 August 2023*. If you already know that you are unavailable on that day, please mention this in your covering letter.
8. The Successful applicant will be notified by phone & email by *COB Monday 4 September 2023*. Unsuccessful applicants will be notified via email in the same week.
9. Start date is negotiable but ideally an immediate start week beginning *Monday 4 September 2023*.

### RAV is a Child Safe Organisation.

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.