

POSITION DESCRIPTION	
POSITION TITLE:	Relationship Officer
POSITION STATUS:	20 hours per week (flexible)
REPORTING TO:	Chief Executive Officer

1. ORGANISATIONAL CONTEXT

The Local Government Managers Australia (Queensland) is a professional organisation that supports local government managers by representing their interests and providing targeted professional development. The organisation's current membership is around 500 and revenue is sourced from membership fees, income from professional and personal development programmes, sponsorships and grants.

The organisation's key activities include:

- Advocating the interests of members through representation to government, industry and other stakeholders;
- The provision of information and advice to members (legislative changes, watching briefs on issues of interest either within or affecting the sector);
- Commissioning and publishing research into issues of interest to the sector;
- Facilitating communication and fellowship with, and between, members and stakeholders;
- Provision of relevant development opportunities to pursue leadership and management excellence within the industry.

2. POSITION OBJECTIVE:

To develop relationships across all Queensland councils; building engagement, promoting attendance at events and training and driving membership growth, including by delivering a range of membership support services, events and activities.

3. POSITION'S KEY RESPONSIBILITIES

- Build LGMA's membership through attraction of new members, including, but not limited to:
 - Development and implementation of membership attraction plan
 - Developing and maintaining relationships in all councils across the state
 - Marketing membership to local government officers in order to meet member targets
 - Development and distribution of prospective member collateral in a targeted manner
 - Promote LGMA membership and activities via social media.
- Enhance LGMA's member retention rates through delivery of support to members, including:
 - Development and implementation of member retention plan
 - Processing new member applications and initiating changes to member status
 - Participating in member subscription renewal processes
 - Processing member service awards, birthday cards and other communication/recognition
 - Maintaining social media connections and presence relevant to members
 - Identify and implement opportunities to support members, build their profiles and utilise their expertise
 - Development and ongoing maintenance of member benefits programme
 - Manage LGMA's International Manager Exchange Programmes

- Maintain and manage the Locum register
- Maintain and manage the inter-council Secondment Programme.
- Maintain LGMA's member and contact databases
 - Preparation of reports for the Board of LGMA on changes in membership
 - Updating and maintaining the member and contact database
 - Maintaining accuracy of distribution lists for all technical groups
- Deliver a range of services to support participation and engagement of officers, including development and delivery of virtual and online networking events and discussion forums.
- Maintain allocated areas of the LGMA website ensuring that information is up to date.
- Provide office administrative support as required, including event and conference support such as satchel preparation, mailouts and other tasks as required.
- Contribute to the production and distribution of eNews, The Journal and the Annual Report.
- Assist with the development of surveys and reports relating to membership.

4. SELECTION CRITERIA

- Business development skills
- Exceptional organisational and time management skills.
- Ability to build strong relationships, quickly.
- Demonstrated attention to detail in all aspects of work.
- Excellent written and verbal communication skills.
- Ability to work within a small team unsupervised.
- Ability to utilise database management systems.
- Proficient in the use of social media for communication and marketing

5. ABOUT YOU

- You may have a background in membership-based associations or BDM roles.
- You like to get the details right.
- You are very comfortable on social media and develop and manage these networks.
- You like to get things done.
- You are happy to work with minimal supervision.

6. OTHER INFORMATION

- This is a 20 hour a week position located in Brisbane. It is not expected that all hours will be done in the office (although this option is available). There is currently no travel.
- Hours are to be negotiated on appointment but this would suit school hours or office hours with a shorter week. The expectation is that work will be undertaken between the hours of 8.00am -5.30pm weekdays.
- This position is part of a small team and will be required to undertake other duties as required by the Chief Executive Officer.

7. To apply:

Email admin@lgmaqlld.org.au including resume and cover letter of no more than one page (no requirement to individually address selection criteria).

Applications close 21 September 2020 unless filled earlier.