



## AUSTRALIAN COLLEGE OF NURSING

### POSITION DESCRIPTION

<b>JOB TITLE</b>	<b>Manager - Membership Services</b>
<b>REPORTING TO</b>	Executive Director – Professional
<b>DIVISION</b>	Professional
<b>LOCATION</b>	Canberra or Parramatta
<b>JOB PURPOSE</b>	The Manager – Membership Services is responsible for the development and implementation of strategies to grow and retain the membership by actively engaging with and involving Fellows and Members in advancing nurse leadership to improve the health of the community in alignment with ACN’s strategic intent.
<b>ROLE REQUIREMENTS AND RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>• Manage the implementation of ACN’s Membership Strategy and ongoing growth and retention strategy to increase ACN membership in collaboration with relevant ACN Divisions</li> <li>• Ensure existing membership benefits are reviewed and new strategies are implemented to maintain, develop and promote an attractive and valuable membership package for nurses</li> <li>• Manage and grow the ACN Fellowship program</li> <li>• Manage the development, implementation and evaluation of ACN’s Communities of Interest (special interest groups), Regions and the organisation’s representation program</li> <li>• Manage the development of strategic and operational plans for the Membership Services Team</li> <li>• Oversee membership statistical reports and provide analysis and commentary for presentation to Executive/Board</li> <li>• Monitor external and professional environment for influences that may impact ACN membership and member services</li> <li>• Manage team staffing within Human Resource guidelines</li> <li>• Manage and be accountable for the unit budget, financial arrangements and administrative processes</li> <li>• Manage the liaison with ACN program areas in the delivery of membership services</li> <li>• Willingness to undertake travel for work purposes, if required</li> <li>• Other duties allocated in accordance with the employee’s range of skills, competence, training and experience or as part of a training/development plan</li> </ul>

<b>FINANCIAL DIMENSIONS</b>	<p><b>Compliance</b></p> <ul style="list-style-type: none"> <li>• Comply with all ACN policies, procedures and relevant legislation</li> <li>• Maintain a contemporary knowledge of, and actively practice, principles of Work Health and Safety and Equal Employment Opportunity</li> <li>• Demonstrate a commitment to the principles of risk management and customer focus</li> <li>• Act within the confines of legal, ethical and moral boundaries</li> <li>• As per the Delegation Manual</li> </ul>
<b>PERSONNEL</b>	<ul style="list-style-type: none"> <li>• Contribute to the development of annual budget</li> </ul>
<b>SUPERVISED</b>	Direct reports from Membership Services Team
<b>SELECTION CRITERIA</b>	<ul style="list-style-type: none"> <li>• A qualification in nursing is preferred, however, a marketing or related area and/or equivalent work experience can be considered.</li> <li>• Experience in a management position in a membership organisation.</li> <li>• Experience in project, program and customer service management.</li> <li>• High level knowledge of contemporary issues in nursing and health care.</li> <li>• Demonstrated knowledge of member recruitment and retention strategies including provision of services, engagement activities and professional supports.</li> <li>• Demonstrated high-level computer skills and proficiency in the use of Microsoft Office software.</li> <li>• Proven ability and willingness to work collaboratively with a diverse group of internal and external customers.</li> <li>• Demonstrated high-level written and verbal communication skills.</li> <li>• Proven well-developed interpersonal, problem solving and time management skills.</li> <li>• Demonstrated ability to multi-task in a high volume and deadline driven environment whilst maintaining a high standard of work.</li> </ul>
<b>PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>• High level of professionalism and presentation standards.</li> <li>• Willingness to align with ACN organisational values.</li> <li>• Strong desire to be part of a high performing team and contribute to values based leadership and a positive learning organisational culture.</li> <li>• Show initiative, flexibility, adaptability, resilience and organisational skills with a “can do” attitude.</li> <li>• Ability to give and receive timely, constructive feedback and undertake performance conversations.</li> <li>• Ability to engage stakeholders and represent ACN in a positive and professional manner.</li> <li>• Outcomes focused and capable of implementing effective routines to support performance.</li> <li>• Capacity to establish role and goal clarity and communicate expectations effectively to group/individual level.</li> </ul>

**PURPOSE BASED INDICATORS**

- All team members' annual performance reviews are up to date.
- All team members have taken required annual leave/RDOs or have a leave management plan in place.
- Identify at least 15 potential Fellows annually and support them through the application process.
- Accountability and oversight for the implementation of the ACN. Membership Strategy to achieve ACN's Strategic Intent of 10,000 full paying members by 30 June 2021.
- Monthly membership revenue budget is achieved (150 full paying members monthly).
- 50% per annum increase of members actively using *neo* (Nurse Engagement Online platform).
- 20 new posts/threads per month on *neo*.

I acknowledge receipt of this position description and have reviewed the contents.

Signature \_\_\_\_\_

Date \_\_\_\_\_

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