

# Position Description

## Health Services Union NSW/ACT/QLD



<b>Position Title:</b>	<b>Membership Administration Divisional Manager</b>
<b>Reporting:</b>	Chief Financial Officer
<b>Work Unit:</b>	Membership Administration Division
<b>KPI</b>	<p>The Membership Administration Divisional Manager will be measured against:</p> <ul style="list-style-type: none"> <li>➤ Management of daily, monthly, quarterly, and annual membership processes;</li> <li>➤ The completion of workflow systems and processes to achieve more efficient and accurate membership services;</li> <li>➤ Commitment to HSU values, ethics, processes, policies, training and development goals.</li> </ul>
<b>Primary Focus:</b>	<p>The Membership Administration Divisional Manager ensures the administration and membership services are delivered in a consistent high standard to the HSU's membership. The role will work with the leadership of HSU to lead and supervise a professional team that meets the customer service and administration objectives of HSU's members in an efficient manner.</p> <p>The Membership Administration Divisional Manager will be required to utilise the CRM system and adhere to the Union's membership procedures and processes in accordance with the relevant Union rules and government legislative, regulatory and reporting requirements to ensure the sound maintenance of the Union's membership reports and reporting.</p> <p>The Membership Administration Divisional Manager is to maximise membership service while meeting all administrative needs of the HSU membership in a positive, modern, professional, courteous, receptive and efficient manner.</p>
<p><i>Your responsibilities may include other tasks which your Manager may instruct you to undertake from time to time.</i></p>	
<b>Responsibilities/Accountabilities:</b>	<p><b>General</b></p> <ul style="list-style-type: none"> <li>• Manage the Membership Administration Department to ensure workloads are maintained within the department and that workload is dispersed appropriately</li> <li>• Facilitate and lead the membership administration team initiatives and strategic projects</li> <li>• Improve operations and workflows that impact other divisions of the union</li> <li>• Oversee all daily administrative operations</li> <li>• Pursue business development opportunities</li> <li>• Maintain key external strategic business relationships</li> <li>• Liaise directly with members to resolve disputes</li> <li>• Ensure other department administration requests are prioritised and dealt with in an efficient manner</li> <li>• Provide reports to elected Union Officials in relation to the membership database</li> <li>• Ensure compliance with the HSU's policies and procedures</li> <li>• Assist in the coordination of specific Union events</li> <li>• Review, identify and make recommendation for continuous improvement of systems and process</li> <li>• Provision of monthly reports to the CFO and HSU Secretary including membership trends, and customer services and administrative metrics</li> <li>• Report and escalate any personnel and staffing issues with the administration Membership team</li> </ul>

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	<ul style="list-style-type: none"> <li>• Monitor leave arrangements to ensure adequate staffing at all times</li> <li>• Anticipate issues with may confront HSU membership that need proactive customer service</li> <li>• Assist with collating information for compliance with the legislative and regulatory requirement of HSU reporting obligation to all third parties</li> <li>• Assist auditors in conducting annual reporting.</li> </ul> <p><b>Culture</b></p> <ul style="list-style-type: none"> <li>• Articulate a vision for the Membership Administration Department and more broadly the Union – where it is headed</li> <li>• Demonstrate, promote and communicate HSU values</li> <li>• Demonstrate, promote and communicate team values and a sense of team; openness, honesty, speaking up; inclusiveness, generosity, support, creating a learning environment, challenging each other</li> <li>• Deal with underperformance</li> <li>• Set standards of behavior and conduct</li> <li>• Encourage a culture of accountability: action – not just talk</li> </ul> <p><b>Quality Staff</b></p> <ul style="list-style-type: none"> <li>• Commitment to continual training and development – delegating and providing opportunities for others to grow</li> <li>• Mentor and appraise staff</li> <li>• Assist other divisions and generosity to other groups for the greater good of HSU values and mission</li> <li>• Establish and develop a diversity of people that reflects society</li> <li>• Recruit new staff to meet the current and future needs of the team</li> <li>• Encourage and facilitate mobility and short-term secondments / transfers for personal development</li> </ul>
<b>Knowledge, Skills &amp; Experience:</b>	<ul style="list-style-type: none"> <li>• Experience and proven success in managing a multidisciplinary team</li> <li>• Interpret, monitor, evaluate and provide input to policies and procedures</li> <li>• Demonstrated strategic and critical thinking skills</li> <li>• Superior communication and interpersonal skills</li> <li>• Direct all operational facets based on strategic direction of the union</li> <li>• Ability to create and innovate in order to motivate staff and improve productivity</li> <li>• Knowledge of membership software programs and proficiency in MS Office</li> <li>• Advanced negotiation and delegation skills</li> <li>• Ability to maintain personal effectiveness particularly during periods of higher than normal workloads</li> <li>• Ensure targets are met</li> <li>• Undertake performance appraisals of staff and the ability to develop performance measures.</li> </ul>
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>• Successful track record of managing an Administration team</li> <li>• Self-motivated, with a strong work ethic and enthusiasm for improvement</li> <li>• Understanding and/or interest in trade unionism</li> </ul>

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	<ul style="list-style-type: none"><li>• A positive, communicative personality that engenders confidence in others</li><li>• Superior organisational skills</li><li>• Exceptional verbal and written communication skills</li><li>• Strong analytical and problem-solving skills</li><li>• High level attention to detail</li><li>• Willingness to learn and work as a team</li><li>• Professional attitude and outlook</li><li>• Fosters team collaboration; embraces diversity and inclusion and actively seeks diverse perspectives</li><li>• Behaves in a way that contributes to a workplace that is free from discrimination, harassment and bullying at all times.</li></ul>
<b>Work Health and Safety:</b>	<p>Everyone is responsible for safety and must maintain:</p> <ul style="list-style-type: none"><li>• A safe working environment for themselves and others in the workplace</li><li>• Ensure required workplace health and safety actions are completed as required</li><li>• Participate in learning and development programs about workplace health and safety</li><li>• Follow procedures to assist the HSU in reducing illness and injury including early reporting of incidents/illness and injuries.</li></ul>