

POSITION DESCRIPTION

Events and Membership Officer (Fixed Term)

Position Information

The Queensland Council of Social Service (QCOSS) is Queensland's peak body for the social service sector. Our Vision is to achieve equality, opportunity, and wellbeing for every person, in every community.

QCOSS is a conduit for change. We bring people together to help solve the big social issues faced by people in Queensland, building strength in number to amplify our voice. We create positive social change through our work in effective advocacy, influencing policy development, engaging, and empowering our members, the social service sector, and communities. QCOSS is part of the national network of Councils of Social Service lending support and gaining essential insight to national and other state issues.

QCOSS is an equal opportunity employer. We acknowledge the Aboriginal and Torres Strait Islander people as the traditional custodians of the land in which we live and work and therefore, support their right of self-determination. We are committed to creating an inclusive environment where employee diversity such as gender, age, culture, disability (physical or mental health), religion, sexual orientation etc are recognised and celebrated.

Position Purpose:	The events and membership position is a key position within QCOSS. The position will be responsible for increasing the profile and exposure of QCOSS through the planning, coordination and delivery of creative, memorable, and diverse events including, for example conferences, community engagement, and training and meetings. The position is also responsible for the management and coordination of campaigns and engagement to recruit and retain QCOSS members.
Reports to:	Director Members and Partners
Team/Unit/Location:	Brisbane (West End)
Qualifications:	Relevant qualifications in Event Management and/or Marketing from a recognised tertiary institution is highly desirable and/or relevant demonstrated experience to fulfil requirements of the position.
Hours Work/Term of Employment:	Full time (38 hours/week) fixed term position to undertake the duties of an employee on parental leave. This position provides flexible working conditions including flex and time off in lieu provisions.
Salary/Classification:	QCOSS/QSU Certified Agreement 5 (\$84,430 – \$88,259). Super of 10.5% in addition to salary packaging benefits apply.

Key Responsibilities

Events:

1. Coordinate and successfully plan, deliver, and review quality events, functions or campaigns that meet stakeholder needs, timeframes, budget, and other objectives.
2. Undertake, in partnership with the Communication Officer/s communications tasks, as required, to deliver on event project plans.
3. Source and liaise/negotiate productively with external suppliers to deliver logistics (venue, venue logistics, speakers, entertainment, catering, invitations, permits, licences, and any promotional material) an annual events program.

4. In collaboration with the Director identify opportunities for sponsorship associated with events and/or promotional activities.
5. Undertake required event evaluation, report on outcomes, and look at opportunities to improve event planning and implementation.

Membership Management:

1. In conjunction with the Director develop and manage the QCROSS Membership Strategy, including delivery of campaigns to recruit new and retain existing members.
2. Act as the primary contact for members with relation to membership and events queries.
3. Manage the onboarding of new members.
4. Coordinate and manage all renewal systems and communications.
5. Assist with monthly reporting.
6. Be the internal champion for the CRM database, maintaining an overarching understanding of how the database is used throughout the organisation.

JUDGEMENT, REASONING & PROBLEM SOLVING:

While reporting to the Director Members and Partners, the Events and Membership Officer will be expected to participate as an effective and contributing team member contributing to the production of events and communication that can be readily understood by the broader community.

You will refer to the Director where there is a requirement to elevate a situation outside of your scope of experience and/or knowledge or for communication issues with a sensitive nature.

BEHAVIOURS:

You will be expected to model respectful, professional, and sensitive approaches in your work, adhere to the organisation's policies and procedures, and in doing so demonstrate our organisational values of:

- Collaboration
- Inclusivity
- Connection
- Courage
- Integrity
- Tenacity

INTERPERSONAL SKILLS/COMMUNICATION:

You will be expected to take personal responsibility for achievement of your own work, set priorities within established plans with guidance from your supervisor, display initiative and focus on achieving team and organisational objectives. The ability to listen to seek understanding is essential in addition to working collaboratively, building, and maintaining professional relationships internally and externally and resolving conflict. Writing documents which are accurate, clear, and concise is a critical requirement of the role.

Selection Criteria

1. Relevant qualifications and experience to fulfil the requirements of the position.
2. Highly organised with excellent event management experience with a strong emphasis on time management, problem-solving, attention to detail, financial accountability, and flexibility to adjust and adapt workloads to meet competing priorities delivering on agreed outcomes.
3. Excellent interpersonal skills with the ability to engage and build positive working relationships internally and externally and working with a diverse range of stakeholders.
4. Strong administration and written communication skills to prepare project plans, reports, correspondence, and marketing and promotional material.
5. High level IT skills, specifically Microsoft office, and event software.

6. Experience in using CRM / stakeholder management systems and analysing data and reporting, or the ability to quickly acquire this knowledge.
7. Commitment to social justice, QCROSS values and the role of the community services sector in delivering services to vulnerable Queenslanders.

Other Criteria/Information

- The position will involve out of hours work and may involve intrastate travel