

Member Support Officer

The Australian Education Union – ACT Branch seeks a Member Support Officer who will work with us to provide a high level of administration support to our staff, members of executive, and to our members.

We seek applications by 4pm, Friday 27 May 2022.

WHO WE ARE

The Australian Education Union (AEU) is a national union of nearly 200,000 educators in public schools and TAFEs. The ACT Branch represents teachers, school assistants, school psychologists and other support staff across the territory.

The AEU is united by our passion for making a difference in the lives of young Australians and our belief that fair pay and conditions for Australian educators is an investment in our country's future.

As educational experts and the people who make public education happen every day, we have a say in how our schools and TAFE campuses work. Through our union, we campaign for resources to create the best possible learning environments and we join in debates about the shape of our public schools and TAFEs. We speak up to ensure the community appreciates the value of public education.

Working together, we win better salaries and working conditions. We're here for each other with support and advice. We make sure we have the conditions, resources and recognition we need to give each and every child in our care the best possible start in life.

WHAT YOU REQUIRE

The successful applicant will be highly motivated by the work of this union and the broader union movement. You will be excited to come in to work every day and get satisfaction from helping our members have better working lives. You will be proud of the work that you do and maintain a consistent, high quality of work, free from errors.

You will have experience and confidence in utilising corporate membership databases.

You will be proficient and confident in utilising various corporate software such as Microsoft Word, Microsoft Excel, Microsoft Outlook, Adobe Acrobat and various web browsers.

You will be able to manage your workload, even when the workload is high. You will be able to work effectively in a team to achieve collective outcomes for our staff and our members.

Our work is transactional, with some periods of heightened activity and others where there is a lull in the work. When there is a lull in workload, you will show initiative. You will be able to identify where your skills can add value and focus your attention on the tasks that are most important.

When you communicate with members, you will do so with understanding and empathy. Your contact, whether by email, in person or on the phone, will show that you understand the person that you are communicating with and the sort of support that they need.

You will be able to assess the complexity of a query, take clear notes and communicate effectively with colleagues to find the best way to advocate for each member.

WHAT WE OFFER

We offer you an opportunity to work with in one of Australia's largest and most successful unions advocating for workers' rights and public education. You will work with experienced and esteemed workplace advocates who are leaders not only in their union, but across the union movement and the public education system.

We operate from brand new premises at the Kingston Warehouse, close to coffee shops, supermarkets, parks and recreation facilities.

We strive to be a best-practice employer and will always work to find ways to support our employees to flourish and get the most out of their work with us.

This position offers an annual salary at the ASO4 level, starting at \$75,239, plus 18% per annum superannuation.

HOW TO APPLY

To apply, please send us:

- a pitch (2 pages maximum) telling us why you are the right person for the position and our organisation; and
- your CV/resume including details of your prior work experience.

Please submit your application by email to aeuact@aeuact.org.au with the subject line "Member Support Officer ASO4 Application".

If you have any questions regarding the position, feel free to contact Administration Manager Chad Samson at chad.samson@aeuact.org.au

Position Description

The information below describes the typical duties and responsibilities of the position.

1. Provide administrative support to staff of the office as well as our members.
2. Be the first point of contact for our member enquiries either via phone call or through email correspondence.
3. Manage various email inboxes and process any member inquiries that we receive accordingly
4. Process financial transactions such as membership payments and invoices
5. Use our membership database to update member information, process new membership applications, and to reconcile financial and membership transactions
6. Assist the Branch Secretary with Registered Organisations Commission compliance
7. Assist office staff with a variety of administrative tasks including photocopying, drafting of documents, printing, scanning and filing
8. Minor procurement, including collecting orders such as office stationery and catering