

## POSITION DESCRIPTION

<b>General Information:</b>	
<b>Position Title:</b>	VIEW National Operations & Member Support Officer
<b>Incumbent:</b>	Vacant
<b>Function &amp; Team/Program:</b>	VIEW
<b>Location(s):</b>	National Office
<b>Manager's Position Title:</b>	National Manager VIEW
<b>Manager's Name:</b>	Maryanne Maher
<b>Date Prepared:</b>	4 December 2025
<b>Prepared By:</b>	Maryanne Maher
<b>Approved By:</b>	

### **Primary Purpose of this Position (In one sentence - why does the role exist?)**

The primary purpose of this role is to ensure the effective and efficient daily operations of VIEW Clubs of Australia by providing essential administrative, communication, and coordination support to over 13,000 members, 270 Clubs, and the VIEW National Leadership Team, while maintaining effective service for internal TSF and external stakeholders across all Australian states and territories.

### **Scope:**

<b>Direct Reports to this Position</b>	<b>Indirect Reports</b>
By Position Title	Total Number
• Nil	• Volunteers as required

### **Financial Dimensions controlled by this Position (Include key financial metrics such as revenue growth, income & expense budget, etc)**

<b>Direct control</b>	<b>Indirect control</b>
• Nil	• Personal Expenses

### **Other Dimensions of this Position**

e.g. Number of programs, site responsibility, geographic spread of team.

- VIEW Clubs is a national organisation with clubs in all States and Territories (Except NT). Every two years a National Convention is held in a different state.
  - This role provides key support coordinating, running and delivering this key calendar event consisting of 6 separate events over 3 days (2 conference days, 2 social dinners, 1 Gala dinner, 1 community event and includes Preconvention National President's dinner).
- The position is the central administrative hub, navigating the dynamics of a large national volunteer organisation operating across diverse geographic and demographic areas.
- It is responsible for maintaining high-quality service standards for a membership base that includes senior community figures, directly. impacting the reputation and success of VIEW and its key supporter, The Smith Family (TSF).

- The coordinator is required to effectively manage and support a range of volunteers who attend the National Office to ensure consistent service delivery and operational continuity.

### **Setting Priorities (*how is work prioritised*)**

How often does employee prioritise their own work? Eg. Daily, weekly, monthly, annually, other	Daily, Weekly, Monthly and Yearly
How often does employee determine the priorities of others? Eg. Daily, weekly, monthly, annually, other	Daily, and as required.

### **Key Relationships (*Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with*)**

<b>Internal</b>	<ul style="list-style-type: none"> <li>• VIEW National Executive</li> <li>• VIEW National Councillor</li> <li>• VIEW National Office Staff and volunteers</li> <li>• TSF Database Maintenance and Care</li> <li>• TSF Supporter Care team</li> <li>• TSF Communications Team</li> <li>• TSF Marketing Team</li> <li>• TSF BIS team</li> <li>• TSF National Administration Team</li> <li>• TSF Volunteering</li> <li>• TSF Digital Team</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• General Public</li> <li>• VIEW membership and all Club Committees</li> <li>• External suppliers: Courier, Badge wear, stationery and printing suppliers</li> </ul>

### **Key Decision Making in this Role: (*What are the key decisions and recommendations made in this role?*)**

#### **Decisions Expected**

- Prioritisation of daily, weekly, and project-based workload to ensure deadlines are met and competing demands are managed.
- Assessing and determining potential risks and evaluating expected outcomes
- Keeping key stakeholders informed
- Prioritisation of workload
- Time management
- Taking initiative and making independent administrative and operational decisions to resolve issues and streamline processes,
- Manage the timing of internal and external communications including management and distribution of collateral
- Assessing and determine the appropriate level of judgement and sensitivity required when handling confidential or complex communications with VIEW members, supporters and other stakeholders.
- Selecting and escalating appropriate risks or significant issues to the National Manager for resolution.

#### **Recommendations Expected**

- Recommendations in relation to relevant key responsibilities
- Improvements to processes and procedures to ensure team efficiency
- Identify solutions to coordination and administration problems as they arise
- Provide proposals for enhanced utilisation of technology (e.g., website, forms, PowerBI) to improve member engagement, data integrity, and reporting effectiveness.

- Provide recommendations for improvements and updates to volunteer training materials and induction processes for National Leadership roles (e.g., Councillors).

### Every Team Member at The Smith Family:

- Is expected to uphold The Smith Family Values and Culture;
- Understands and complies with the Child Protection Framework;
- Takes reasonable care for the health and safety of themselves and others;
- Understands and complies with the Workplace, Health and Safety Systems;
- Reports hazards and incidents and participates in risk management as required.

### Key Responsibilities / Accountabilities:

<b>Major Area:</b>	<b>VIEW National Leadership Team</b>	<b>% of Job Total: 20%</b>
	VIEW National Executive and National Leadership Meetings including organising, scheduling, documentation preparation and distribution and Minute Secretary for meeting	
	Support VIEW National Leadership Team, Zone Councillors and Club Committees managing queries	
	Preparation of documents for VIEW Executive and National Councillors – PPTs, speeches, general correspondence	
	Making a Difference Awards – register nominations quarterly, provide register to VIEW National President including template letters, review format of returned letters and send award letters to Proposer/s.	
	MP Letters – update listing of MPs as needed, draft letters and instructions on a biennial basis, provide letters to National Leadership Team, collate reports and return to National Office for final report at end of term	
	Induction and Work Study – review and develop training materials for biennial incoming Councillor training. Organise training sessions and attendance and provide successful training sessions. This includes organising meetings, guest speakers and other meeting requirements.	
<b>Major Area:</b>	<b>Recurring Projects</b>	<b>% of Job Total: 20%</b>
	VIEW Matters Magazine– support creation (e.g., story provision, sourcing photos from clubs, proofreading and distribution list for mailing (twice annually)	
	VIEW Website – update and manage content in a timely manner, support volunteers (Website Working Group), liaise with TSF Website Team as needed. (ongoing)	
	VIEW National Raffle – organisation and completion of online State/Territory Raffle permit lodgement and requests including payments. (currently biennially)	
	New Club development – creation of individualised promotional flyers for new club, website updates and liaising with Development Team as needed.	
<b>Major Area:</b>	<b>Office Operations and Administration</b>	<b>% of Job Total: 50%</b>
	Volunteer Support – managing volunteers' attendance and duties	
	Supporting Operations Coordinator – teamwork, balancing workloads, cover leave	
	Travel – scheduled and organiser using TSF Supplier by following TSF Travel Guidelines	
	Manage MYOB activities – all VIEW Club invoicing for merchandise and new memberships.	
	VIEW Club Grants – review VIEW Club Grant requests, liaise with Company Secretary, process grant funds back to VIEW Club.	
	Lodging Forms and Agreements per TSF policy (Folio)	
	Perform analysis of key VIEW metrics and in-depth data – PowerBI (membership, financials, students sponsored)	
	Develop and enhance learning and training materials (Club Handbook, Councillor Handbook, Attract and Retain Membership, Develop and Maintain Guide for new clubs, new initiatives, other supporting documentation, etc)	

CEO Report – drafting monthly report, processing final report as agreed by National Manager
Presentations – preparation of presentations for VIEW National Office, VIEW Executive, National and Zone Councillors. This includes but is not limited to annual National Councillor PPT, 1st Delegates Meeting and annual TSF/VIEW Leadership meetings.
Survey and Online forms – development of and report on VIEW Club Surveys (Convention, Club Health, major events) and use of Google Forms for creation of online forms.
Monitor VIEW correspondence including post with cheques and VIEW mailbox – review, distribute or forward VIEW Club emails as required. Includes receiving payments, new member applications, queries, etc.
Contact lists – develop, implement and update contact lists for various uses.
Volunteer Recruitment - recruit and induct new volunteers working with VIEW National Office
Monthly mailouts – Clearly communicate/disseminate organisation wide information to VIEW Clubs members
Record Management following TSF Guidelines for all paper and electronic records including VIEW Club account and membership records in CONNECT2.
<b>Major Area:</b> <i>Events and Promotion</i> <span style="float: right;"><b>% of Job Total: 10%</b></span>
Events – preparation of documentation (run sheets, booklets, etc) and promotional flyers as needed for National Convention
Media – drafting Media Releases, liaising with Communications Team and distribution of media releases to VIEW Club
Media – keep register of VIEW Club articles placed in media and support VIEW Clubs's social media.

<b>Key Challenges in Achieving Goal(s): (What are the key challenges faced by this role in meeting goals/objectives)</b>		
<ul style="list-style-type: none"> <li>• Managing competing expectations and prioritising workload</li> <li>• Understanding the age and abilities of VIEW members</li> <li>• Understanding the difference between Metropolitan and Regional/Rural areas</li> <li>• Successfully balancing the administrative and policy requirements of The Smith Family (TSF) with the operational culture and unique needs of the VIEW volunteer structure.</li> <li>• Coordinating complex, recurring projects (e.g., <i>VIEW Matters</i> magazine, National Raffle, Biennial Convention) alongside daily operational demands.</li> <li>• Maintaining data integrity and high standards of record management for 13,000 members while dealing with paper-based and evolving digital processes.</li> </ul>		
<b>Qualifications, Experience and Competencies: (What background, knowledge, experience or competencies are required to perform the role at the expected level?)</b>		
<b>Education / Qualifications / Memberships:</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Certificate IV in Business Administration or equivalent professional experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Cert 4 / Bachelor degree</li> </ul>
<b>Experience:</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• 3 years of proven high-level experience in office administration procedures and skills</li> <li>• Exceptional written communication skills, with proven ability to draft high-level corporate communications (reports, speeches, presentations) for senior stakeholders</li> <li>• Exceptional interpersonal skills</li> <li>• Highly organised and high-level customer service skills</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in research and analysis</li> <li>• Experience with presenting to stakeholders, including senior leadership</li> <li>• Experience in process improvement reviews</li> <li>• Experience in developing of training materials</li> <li>• Event management</li> </ul>

	<ul style="list-style-type: none"> <li>• Intermediate/Advanced MS Office skills (Word/PowerPoint/Excel)</li> <li>• Experience in creating correspondence, writing and updating website copy</li> <li>• Ability to manage documentation, and work with accuracy in creating and implementing administration documents</li> <li>• Proven experience in generating, manipulating, and analysing data sets (e.g., using Excel or PowerBI) for reporting and metric analysis.</li> <li>• Demonstrated proficiency in using accounting software (e.g., MYOB) for invoicing and financial record keeping.</li> </ul>					
<b>Competencies:</b>	<table> <thead> <tr> <th style="text-align: center;"><b>Essential</b></th><th style="text-align: center;"><b>Desirable</b></th></tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> <li>• Ability to adopt a professional approach regardless of the circumstances</li> <li>• Ability to work independently as well as part of the team</li> <li>• Participation in collective decision-making</li> <li>• Demonstrates excellent abilities and understanding accountability and responsibility for work outcomes</li> <li>• Exceptional level of respect for individuals</li> <li>• Demonstrated commitment to learning, developing skills and sharing knowledge</li> <li>• High level of resilience with an ability to quickly adopt to change</li> <li>• Ensuring a safe and harmonious workplace</li> <li>• Ability to prioritise work requirements and time manage according to priorities</li> <li>• Ability to work under pressure</li> <li>• Demonstrated ability to positively engage, motivate, and manage the performance of office volunteers.</li> <li>• High level of discretion and ability to maintain confidentiality when handling sensitive membership details, financial data, and high-level Executive meeting information</li> </ul> </td><td> <ul style="list-style-type: none"> <li>• Problem structuring</li> <li>• Strategic problem solving skills</li> <li>• Analytical skills and reporting</li> <li>• Ability to think strategically</li> </ul> </td></tr> </tbody> </table>	<b>Essential</b>	<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Ability to adopt a professional approach regardless of the circumstances</li> <li>• Ability to work independently as well as part of the team</li> <li>• Participation in collective decision-making</li> <li>• Demonstrates excellent abilities and understanding accountability and responsibility for work outcomes</li> <li>• Exceptional level of respect for individuals</li> <li>• Demonstrated commitment to learning, developing skills and sharing knowledge</li> <li>• High level of resilience with an ability to quickly adopt to change</li> <li>• Ensuring a safe and harmonious workplace</li> <li>• Ability to prioritise work requirements and time manage according to priorities</li> <li>• Ability to work under pressure</li> <li>• Demonstrated ability to positively engage, motivate, and manage the performance of office volunteers.</li> <li>• High level of discretion and ability to maintain confidentiality when handling sensitive membership details, financial data, and high-level Executive meeting information</li> </ul>	<ul style="list-style-type: none"> <li>• Problem structuring</li> <li>• Strategic problem solving skills</li> <li>• Analytical skills and reporting</li> <li>• Ability to think strategically</li> </ul>	
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