

A FUTURE FOR ALL OF US



Queensland Greens Office and Membership Services Manager Position Description

The Queensland Greens are seeking a highly organised and proactive **Office and Membership Services Manager** to manage the efficient day-to-day operations of our state office and coordinate our membership administration systems. This pivotal role serves as the primary operational support point for members, branches, and staff, ensuring that enquiries are handled promptly and administrative processes remain seamless. As a key contributor to our operational success, the Office and Membership Services Manager will drive administrative consistency, streamline workflows, and maintain reliable support systems, fostering a cohesive and responsive environment during critical growth and election cycles.

Position Overview

Detail	Description
Reports To	State Director
Employment Type	Part-time – 0.8 FTE with 7.6 hour days
Qld Greens Agreement Level	4
FTE Rate PA	\$89,824.17
Location	State Office
Direct Reports	Volunteer Assistants

About the Role

The Office and Membership Services Manager oversees the day-to-day operations of the State Office and coordinates membership administration systems. This role is a central operational support point for members, branches, campaigns, and staff.

The position combines office management, membership administration, and operational logistics. You will ensure the office operates efficiently, member enquiries are responded to promptly, and administrative support is consistently delivered across the organisation.

Role Purpose

The purpose of this role is to:

- Ensure the State Office operates efficiently and professionally.
- Deliver high-quality membership administration and support services.
- Coordinate responsive and reliable office and organisational support systems.
- Support branches, campaigns, and staff with operational administration.
- Improve organisational workflows, responsiveness, and administrative consistency.

Core Responsibilities

Office and Operational Management

- Manage general office administration and operational coordination.
- Design, implement, and maintain office procedures and administrative systems.
- Coordinate procurement and maintenance of office supplies and equipment.
- Manage office contractors and service providers (e.g., cleaning and maintenance).
- Coordinate logistics for meetings, teleconferences, and campaign activities.

Membership Services and Administration

- Oversee processing of new memberships and administration workflows.
- Maintain and monitor membership databases and records.
- Respond to membership enquiries and support branch liaison.
- Provide membership reporting in line with privacy policies and governance requirements.

Member, Branch, and Systems Support

- Act as a central triage point for member, branch, and systems support enquiries.
- Coordinate organisational help desk workflows (e.g., help@ inbox systems).
- Log, monitor, and track support requests through to resolution.
- Support onboarding and operational access for volunteers and office bearers.

Correspondence and Records

- Manage organisational correspondence, including public and member enquiries.
- Maintain organisational document management systems and resource libraries.
- Support development of templates, style guides, and administrative resources.

Selection Criteria

Essential

- Demonstrated experience in office management, administration, or organisational coordination.
- Strong organisational and time management skills.
- Experience managing multiple priorities and operational workflows.
- Strong written and verbal communication skills.
- Proficiency with databases, spreadsheets, and online collaboration systems.
- High attention to detail and administrative accuracy.
- Commitment to Greens values, structures, and organisational processes.

Desirable

- Experience with membership administration systems or CRM platforms (e.g., CiviCRM).
- Experience in volunteer-led, political, or membership-based organisations.
- Experience developing administrative systems or coordinating help desk tracking.

How to Apply

To apply for this position, please submit the following:

1. **Cover Letter:** Outlining your suitability for the role.
2. **CV/Resume:** Detailing your professional history.
3. **Employment History:** A list of your last three employers, job titles, and duration of employment.

4. **Statement of Values:** A brief outline of your experience with the Greens and/or alignment with the party's values.

Applications should be submitted via the official application form: [LINK](#)

Kitty Carra

State Director and Campaigns Director

Queensland Greens

sustainability | peace | democracy | justice

PO Box 2335, Milton, Brisbane/Meanjin

31 Merivale Street, South Brisbane 4101