

Member Engagement, Volunteer & Administration Officer

Position Description

Classification	Clerks Private Sector Award, Level 4 Salary: \$80,000 FTE	Duration	Temporary contract (4 months) 10 Aug 2026 – 12 Dec 2026 Possibility of extension dependent on organisational funding.
Location	Remote / Work-from-home	Hours	Part-time: 20 hours/week
Reports To	Board of Directors via Victorian State Manager	Applications	Open until 23 July 2026

Who We Are

The Animal Justice Party (Victoria) is the only political party dedicated to ending animal cruelty. With thousands of members across Australia and elected MPs in the New South Wales, Victorian and Western Australian Parliaments, the Animal Justice Party is part of a growing animal protection movement.

We work within the parliamentary system to influence policy and improve animal protection laws, engaging with decision-makers on animal welfare issues while also supporting broader advocacy and campaign activity to deliver practical, lasting change for animals.

Position Overview

This role supports the Animal Justice Party (Victoria) through member engagement, volunteer coordination, and administrative support. It plays a key role in strengthening how members and volunteers connect with the Party by improving engagement, encouraging deeper participation, and ensuring people feel welcomed, supported, and informed.

The role also provides day-to-day operational support, including responding to enquiries, maintaining records and systems, and assisting with meeting and event coordination to ensure smooth organisational functioning.

Key Tasks and Responsibilities

Member Engagement

- Developing ideas and approaches that enhance the member experience and deepen connection to the Party
- Act as a key point of contact for members, ensuring enquiries are handled promptly, warmly, and consistently
- Proactively design and implement ways to keep members informed, connected, and engaged with campaigns, events, and organisational activity
- Identify opportunities to move members along the engagement pathway, including encouraging participation in volunteering, donating, and campaign actions
- Support the onboarding of new members, including welcome communications and orientation to Party processes
- Assist in developing and maintaining regular member communications, such as updates, newsletters, and event announcements
- Maintain accurate and up-to-date member records and databases

Volunteer Coordination

- Take ownership of the volunteer journey to ensure a welcoming, positive, and well-supported experience from first contact through ongoing involvement
- Act as the first point of contact for new volunteers, responding to enquiries and guiding them into suitable roles
- Ensure volunteers receive regular contact, appropriate resources, and ongoing support
- Coordinate volunteer involvement across campaigns, events, and other activities
- Maintain regular contact with volunteers to provide support, encouragement, and recognition in meaningful ways
- Assist in planning and running volunteer events, briefings, and training sessions

Administrative Support

- Provide day-to-day administrative support to the State Manager and Victorian Committee including scheduling meetings, copywriting, data entry, and record keeping
- Respond to general enquiries from members of the public in a timely and professional manner, including email and phone correspondence
- Help maintain organisational databases, shared drives, and filing systems
- Assist with event logistics such as venue bookings, registrations, and materials preparation
- Develop procedures and process documents for succession planning

About You

You are a proactive, people-focused organiser who enjoys building strong relationships and creating positive experiences for members and volunteers. You take initiative, spot opportunities to improve how people engage, and turn ideas into practical action.

You communicate clearly and warmly, and you're confident managing enquiries across email and phone while keeping things professional and responsive. You're highly organised, comfortable with administrative work and event coordination, and able to keep multiple tasks moving without losing attention to detail.

You take ownership of the member and volunteer experience – making sure people feel welcomed, supported, and encouraged to get involved. Most importantly, you have a genuine commitment to creating a better world for animals, and want your work to contribute to meaningful change.

Selection Criteria

Key selection criteria

- **Member or supporter engagement experience**
Demonstrated experience engaging with members, supporters, customers, or stakeholders in a community, advocacy, political, or not-for-profit context, with a focus on building positive ongoing relationships and encouraging deeper participation.
- **Volunteer coordination and people support skills**
Experience supporting volunteers or similar contributors, including onboarding, guiding people into roles, maintaining engagement, and fostering a positive and inclusive experience.
- **Strong communication and interpersonal skills**
Excellent written and verbal communication skills, with the ability to respond professionally and warmly to a range of enquiries and build rapport with diverse individuals.
- **Initiative and ability to improve engagement systems**
Demonstrated ability to take initiative, identify opportunities for improvement, and contribute ideas or approaches that enhance member or volunteer engagement and participation.
- **Administrative and operational capability**
Strong organisational skills with experience managing day-to-day administrative tasks, including responding to enquiries, maintaining records, coordinating activities, and supporting smooth operational processes.
- **A commitment to the animal protection cause**
A demonstrated and genuine commitment to animal protection and animal justice values, with a clear alignment with the mission and purpose of the Animal Justice Party.

Desirable experience

Applicants with experience and/or skills in one or more of these areas will have an advantage:

- **Experience with CRM systems**
Experience using a CRM system to manage member or supporter data, communications, and engagement tracking. Experience with NationBuilder is highly desirable.
- **Political or advocacy experience**
Experience working in political organisations, advocacy campaigns, or campaigning environments is highly regarded.

How to Apply

To express your interest in this role, please send your CV and a covering letter **addressing the Selection Criteria** to state.manager@ajpvic.org.au

All employees must also be willing to undergo a National Police Check prior to commencing work.

Please feel welcome to contact us with any queries about this position.

Accessibility – The Animal Justice Party is committed to providing access and reasonable accommodation. If you require reasonable accommodation to participate in the application or interview process, please direct inquiries to state.manager@ajpvic.org.au