

Position Description

Membership Manager

Position summary

Reporting to the Director, Governance and Special Projects, the Membership Manager is a strategic leadership role responsible for driving SNAICC's membership engagement, growth and value proposition.

A key focus of this role is to design and lead comprehensive, national membership engagement initiatives moving beyond ad-hoc or issue-specific consultations to establish continuous, broad-based dialogues with Aboriginal community-controlled organisations (ACCOs) and other key stakeholders. By facilitating these overarching strategic conversations, the Membership Manager will gather critical insights to continuously evolve SNAICC's membership value proposition, grow the membership base and identify on-the-ground challenges that can directly inform our broader policy and sector reform advocacy.

Furthermore, the role will act as a vital conduit across the organisation, leveraging intelligence gained from our frontline service delivery and support programs. The Membership Manager will strategically synthesise and translate member feedback to inform the design and implementation of SNAICC's internal initiatives and sector capacity-building projects. Operating as the primary champion for our members, the incumbent will utilise exceptional relationship management, project coordination, and analytical capabilities to expand our network, foster deep engagement, and ensure our internal systems effectively capture and leverage member data and insights

SNAICC's Office of the CEO oversees the efficient management of all CEO Office operations, administration, initiatives and encompasses the following key business areas:

- Communications & Events
- Strategic Engagement
- Operations & Planning
- Governance
- People and Culture
- Finance
- Corporate Services (legal and compliance obligations)
- Administration.

Key Responsibilities

Relationship Management

- Lead the relationship with members: identify needs, supports, and work across the organisation to ensure a coordinated approach to facilitating input into consultation processes
- Provide prompt, culturally safe, and professional support to members regarding their benefits and access to resources, with consideration of how to strengthen the membership proposition
- Lead a member engagement strategy, including a series of jurisdictional round tables to hear from members about their needs and what they would like from SNAICC
- Collate member feedback to identify trends and opportunities for member service improvements, making recommendations to management as required
- Act as the first point of contact for all membership enquiries via phone, email, and online channels.

SNAICC Competency Framework

3. Communication & Relationship Skills

- 3.4.1 Advocacy
- 3.4.2 Written Communication
- 3.4.3 Verbal communication
- 3.4.4 Interpersonal skills

1. Organisational Awareness & Professionalism

- 1.4.1 Organisational Awareness
- 1.4.2 Time Management
- 1.4.3 Ethics
- 1.4.4 Taking responsibility
- 1.4.5 Problem solving

Administration & Governance

- Process new membership applications, ensuring all documentation is complete, eligibility criteria is met, and prepare relevant information for Board consideration/ approval
- Liaise with Finance and the Business Systems teams to strengthen processes for annual membership renewals, with an eye for continuous improvement of the processes/user experience
- Maintain the integrity of the data within the Member Relationship Management (CRM) system, Swiftfox, by ensuring all member contact details and interaction logs are up to date
- Generate regular reports on membership statistics, including new joins, renewals, and churn rates for management review
- Assist in segmenting member data to support targeted communications and engagement campaigns.

Internation Communications

- Collaborate with the Communications and Events team to input into member newsletters, update the membership section of the SNAICC website, and assist inform and promote member events such as webinars
- Collaborate with SNAICC's governance secretariate in the preparation of quarterly reports on membership, and planning and promotion of the Annual General Meeting, (including managing RSVPs and logistics as required).

Safety and Wellbeing

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards, and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Act as a role model by demonstrating safe work behaviours and conducting work in accordance with our safety practices.
- Identify and seek appropriate resources to support staff health and wellbeing.

Quality and Compliance

- Promote a culture of continuous improvement, collaboration and compliance through the provision of mentoring, training and other support.
- Contribute to internal quality assurance processes, including identifying, developing, implementing and evaluating quality improvement activities.

2. Community and Interagency Relations

- 2.4.1 Networks and stakeholders
- 2.4.2 Community
- 2.4.3 Partnerships and collaboration
- 2.4.4 Knowledge of Community

6. Service Delivery

- 6.4.2 Knowledge of Sector Issues
- 6.4.3 Stakeholder Outcomes

3. Communication & Relationship Skills

- 3.4.2 Written Communication
- 3.4.3 Verbal communication
- 3.4.4 Interpersonal skills

9. Risk Management, Workplace Safety & Quality

- 9.3.1 Strategy
- 9.3.3 Risk Management
- 9.4.1 Health Safety Wellbeing

9. Risk Management, Workplace Safety & Quality

- 9.3.2 Quality
- 9.3.3 Risk management
- 9.3.5 Legislation and Compliance

- Ensure adherence to organisational policies and procedures to deliver consistent quality support and service.
- Actively participate in internal and external audits with responsibility for compliance
- Actively identify, monitor, and manage areas of key risk and lead appropriate escalation and responses.

Common duties shared with other SNAICC staff

- Contribute to SNAICC internal planning processes including staff meetings, and review of SNAICC strategic and operational plans.
- Write reports, articles and provide information for the SNAICC website, newsletter and other SNAICC publications as required.

Significant relationships

EXTERNAL

- SNAICC Members (current and prospective)
- Aboriginal and Torres Strait Islander community-controlled organisations
- Service providers and external event coordinators

INTERNAL

- CEO and Executive Directors
- SNAICC Management team
- Governance Secretariate
- Communications & Events
- SNAICC Staff

Key Selection Criteria

Knowledge & Experience

- Broad knowledge and understanding of human rights and issues impacting Aboriginal and Torres Strait Islander children and families, and a commitment to the rights, needs and aspirations of Aboriginal and Torres Strait Islander children and families.
- Proven experience in a membership, administration, or customer service role, preferably within the Not-For-Profit sector.
- High-level capability with process design and detail, including the ability to analyse data from internal systems (such as CRMs) to drive strategic decision-making and improve member services.
- Strong organisational skills with the ability to manage competing priorities, process high volumes of administration, and meet deadlines.
- Excellent verbal and written communication skills, with the ability to tailor engagement to diverse audiences and handle enquiries with diplomacy.
- Proven ability to make strategic connections across different business units within an organisation, translating member feedback into actionable insights for policy reform, advocacy, and project teams.
- Demonstrated problem-solving ability and the ability to negotiate successful outcomes in potentially challenging circumstances.
- Excellent relationship management skills with a persuasive, influencing approach to confidently promote SNAICC's value proposition, acquire new members, and retain existing ones.
- Strong project management skills, with the demonstrated ability to design, coordinate, and execute large-scale stakeholder consultations, such as jurisdiction round tables and listening tours.
- Basic understanding of invoicing and accounts receivable processes.

Qualifications & requirements

- Relevant tertiary qualifications and/or extensive professional experience in project management, research, policy or related fields.
- Employee Working with Children Check (WWCC)
- Current National Police Check (no older than three months)
- Current Driver's License.

Who we are

SNAICC – National Voice for our Children is the national non-government peak body for Aboriginal and Torres Strait Islander children and families, and the sectors that support them. Since **1981**, we have been a strong National Voice representing the interests of Aboriginal and Torres Strait Islander children, families, communities and organisations across Australia. Our work focuses on three key areas: research and **policy**, **advocacy** and **sector development engagement and innovation**.

SNAICC is governed by a Board of Directors and a Council made up of Aboriginal and Torres Strait Islander community-controlled organisations and leaders from the early years, child safety, development and wellbeing sectors.



For more information about SNAICC, visit our website and view our [Strategic Plan 2025-2028](#).

Our shared values

- **Cultural safety:** Aboriginal ways of knowing, doing and being are our foundation and embedded in all aspects of our business activities. We expect cultural humility from those we work with.
- **Collaboration & trust:** We value reciprocity and partnerships. We show curiosity rather than judgment and give people the benefit of the doubt.
- **Respect & kindness:** We are all valued and valuable. We communicate with people holistically, recognising their humanity.
- **Accountability & integrity:** We do what we say we will. We accept individual and shared responsibility for our actions and outcomes.
- **Staff wellbeing:** We are committed to the wellbeing of our staff.

Organisational expectations

- Compliance with organisational policy and procedures, including code of conduct.
- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards, and injuries.
- Participate in and contribute to Health Safety and Wellbeing activities to ensure a safe work environment for staff, clients, contractors and visitors.

- Comply with Workplace Health and Safety legislation, standards, SNAICC WHS policies and procedures to participate in the achievement of a safe working culture.
- Where appropriate, participate in workplace inspections, accident reporting and investigations and provide information, instruction and coaching.

Acknowledgement of incumbent

I have read and understood the requirements of the position.

Name:

Signature:

Date: