



## Membership Administrator

### Position Description

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<b>Position Title</b>	Membership Administrator
<b>Responsible Council</b>	State Council
<b>Reports To</b>	Manager - Membership Strategy and Executive Support
<b>Base Location</b>	State Support Office, Lewisham
<b>Primary position objective</b>	The Membership Administrator will provide administrative support and coordination to closely aid the work of the Vice-President – Members, Volunteers and Youth and the Manager Membership Strategy and Executive Support to effectively support the portfolio of Members, Volunteers and Youth.

## St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

## Members, Volunteers and Youth Portfolio

The Members, Volunteers and Youth portfolio is led by Kathleen Thickitt, who sits as the Vice President on the NSW State Council of the St Vincent de Paul Society. With over 16,000 members and volunteers across the State, it is the duty of the Vice President to support the recruitment, retention and development of the Society's members, volunteers and youth.

The Vice President's team, led by the Manager Membership Strategy and Executive Support, heads up the work of the portfolio, aiding the Vice President in the discernment and delivery of strategy and communication. This work is not in isolation, and works in partnership with further operational staff both in the State Support Office and across the State.

## **Duties and Responsibilities**

The Membership Administrator will be reporting to the Manager Membership Strategy and Executive Support. The role provides support, mainly in an administrative capacity and supporting communications and data integrity for the Vice-President of Membership, Volunteers and Youth and her team. Responsibilities include, but are not limited to:

- Assist with the coordination of communications platforms, such as e-newsletters and web pages.
- Edit and format communications within the Vice- President's portfolio.
- Draft and contribute content towards portfolio-related communications and newsletters.
- Support the organisation and leaders to maintain data within the appropriate database of members, volunteers and youth – including roles, activities etc
- Some data entry or working with database owners to manage uploads of data to the relevant database.
- Manage flow of paperwork through the Office of the Vice-President of Members, Volunteers and Youth .
- Calendar / diary management for Vice-President of Members, Volunteers and Youth.
- Coordinate and set up executive level meetings.
- Prepare and handle incoming/outgoing correspondence and prepare executive level papers as needed.
- Organising travel and accommodation as required.
- Participation in, but not restricted to, staff meetings, planning, work groups and all activities that enhance the team work approach.
- Facilitate the setup of rooms for conferences and meetings as required.
- Attend meetings, and travel as required.
- Record and distribute minutes of meetings as requested.
- Liaises with the Manager of Internal Communications to enhance membership, volunteering and youth content.

## **Essential Criteria**

- Good understanding of organisation communication principles
- Strong writing and editing skills
- A high level of organisation skills.
- Experience in an administrative role including support for senior staff
- Excellent written and verbal communication skills.
- A high level of computer literacy with intermediate to advanced Microsoft Office skills, including Word and Excel.
- Strong experience and skills in online systems and database management.
- Capacity to work flexibly including weekends and evenings
- Capacity to adhere to the mission and ethos of the Society

## **Desired Criteria**

- Experience working with digital communication platforms.
- Previous experience working in a Not-For-Profit Organisation.
- Previous experience working with volunteers.
- A basic understanding of Catholic social teachings and key dates within the christian calendar would be desirable to support te membership communications.