

POSITION DESCRIPTION

POSITION	Project and Membership manager
LOCATION	Level 1, 24 Pitt Street, Adelaide 5000
REPORTS TO	The CEO of Reconciliation SA
SALARY	1 FTE - \$80,000 + Super (11%) or .8FTE negotiable + Super (11%)
PERIOD	Three years subject to funding
AWARD	Social, Community, Home Care and Disability Services Industry Award (pro rata based on number of hours)

About us

Since 2002 Reconciliation SA has been the peak body for Reconciliation across the State. We are a not-for-profit community and member-based organisation working towards a society free from discrimination and racism with the support of our board, employees, members, and volunteers. Through our programs, education, and collaboration, we actively support and advocate for the inclusion of Aboriginal people in all aspects of life in South Australia.

We pay our respect to all First Nations cultures, and to Elders past and present. We acknowledge Traditional Owners throughout South Australia, we recognise that this land was never ceded or surrendered and acknowledge the continuing connection to land, waters, and community since the first sunrise.

We recognise that cultural safety is essential for the health, wellbeing, and success of First Nations employees and for the broader community. We advocate for and are dedicated to building a workplace culture that honours and respects First Nations peoples' rich histories, cultures, and contributions.

Our Values

Courage	The confidence to act in accordance with beliefs
Truth	Acting in an open and honest way without trying to hide anything
Acceptance	That relationships between First Nations and the broader community have been unjust and the impacts are still felt today
Recognition	Formal understanding and acceptance of the rights of First Nations peoples and acknowledgement of cultural and heritage beliefs
Healing	Acknowledge that the process of grieving and healing enables opportunities for true Reconciliation for all people
Rights	Recognising and respecting the inherent value of all people.

Our Vision

We strive for a reconciled and just South Australia. We believe at the heart of reconciliation is respectful relationships and understanding between First Nations peoples and the broader community. We must be bold, brave, and courageous.

Role Description

The Project and Member Manager is responsible for implementing the planning, communications, growth and support to the Memberships program aligned to the Reconciliation SA Strategic Directions. This includes relationship management with key stakeholders and the identification and development of new relationships. The position will also provide advice and support to other programs requiring engagement and marketing expertise.

Key Outcomes

The Project and Member Manager will

1. Be an ambassador for Reconciliation SA through planning, leading, engaging, implementing and evaluating Reconciliation SA's membership strategy including but not limited to:
 - Lead the marketing and communications to members including but not limited to newsletters, membership brochures and formal communications
 - Plan, coordinate and deliver membership events during the calendar year in collaboration with other team members
 - Profile, promotion and engagement of Reconciliation SA's membership program both in acquiring and retaining members
 - Profile and promotion of Reconciliation SA's programs including but not limited to National Reconciliation Week, Forums and thought leadership
 - Profile, promotion and engagement of Reconciliation SA's Education Program to advance the understanding and acceptance of reconciliation across South Australia and our programs and resources
2. Collaborate in the planning and oversight of a stakeholder engagement plan and approach for Reconciliation SA to improve reach across sectors and regions
3. Collaborate internally with the team to develop content and communications in alignment with the Strategic plan
4. Work with our partners to leverage value and impact for Reconciliation SA based on strategic directions
5. Other activities as requested by the CEO that complement the role

Key Relationships

Internal	Chief Executive Officer and Reconciliation SA Staff Reconciliation SA Board
External	First Nations Community South Australian Government Departments South Australian Corporate Sector Reconciliation SA Members

Key Responsibilities

Membership Management

1. Oversee the management of the existing membership model through the online system database to ensure accuracy of membership information, subscriptions and renewals. Provide reports and analysis of membership representation against sectors and geographics
2. Contribute to the development of a strategic membership growth and sustainability strategy for the organisation
3. Contribute to the planning, implementation and evaluation of a minimum of three membership events over a calendar year
4. Contribute to the development of a communications strategy and provide membership support to members through the year
5. Support to team members from time to time as required

Relationship Management

1. Engage and work closely with South Australian First Nation stakeholders, to ensure that the work undertaken is mindful and respectful of First Nations people's rights and cultural interests and recognises the value of their time.
2. Engage and work closely with non-First Nation organisations to support their understanding, engagement, and participation in the Reconciliation movement and Reconciliation SA.
3. Develop and maintain relationships with a broad range of stakeholders, focussing on existing membership base and program partners.

Team Engagement

1. Positively and constructively represent Reconciliation SA to external contacts at all opportunities.
2. Maintain a safe and healthy workplace, identify, and act upon potential workplace hazards and identify and implement improvements.
3. Operate in line with Reconciliation SAs policies and procedures and follow reasonable directions to help ensure the health, safety and welfare of self and others.
4. Participate in an annual performance development and management program and professional development programs.
5. Contribute to social media campaigns.
6. Providing confidential administrative support by answering phones, greeting visitors / contractors, supporting partnerships, sponsors and members when they arrive and ensuring referrals to staff and data entry are done in a timely manner.

Commitment to the Principles and Practice of:

- Reconciliation
- Leadership
- Diversity
- Occupational Health, Safety and Welfare
- Quality Management
- Equal Opportunity



Position Capability Criteria

Qualifications	<ul style="list-style-type: none"> A tertiary qualification in project management, communications, marketing or related field is desirable
People Management	<ul style="list-style-type: none"> Demonstrated ability to communicate with and assist people in order to manage work and resources across a range of projects and in a manner that supports professional development.
Technical Knowledge	<ul style="list-style-type: none"> Demonstrated knowledge of the Reconciliation movement across SA and nationally. Basic Knowledge of social media platforms and data base systems Experience with managing projects and engaging with customers Proficiency in membership management, events and customer relationships essential.
Project Management	<ul style="list-style-type: none"> Strong organisational, planning and time management skill to achieve agreed outcomes and work co-operatively as part of a team. Demonstrated knowledge of budget planning, record keeping and evaluation.
Innovation and Initiative	<ul style="list-style-type: none"> Ability to apply strategic, analytical and creative skills. Ability to be adaptable and flexible and have a commitment to continuous improvement, including reviewing procedures and systems and recommending changes where appropriate.
Resource and Decision Making	<ul style="list-style-type: none"> Confidence in dealing with periods of high intensity workload, with rapidly changing priorities, when meeting timelines
Experience	<ul style="list-style-type: none"> Proven experience in project management, customer service. Demonstrated commitment to a high standard of professionalism in a high-pressure environment, managing deadlines and competing demands. Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment
Professional Development	<ul style="list-style-type: none"> A commitment to ongoing professional development and continuous learning.
Customer Service	<ul style="list-style-type: none"> A commitment to internal and external customers demonstrated through the provision of timely, reliable and expert advice on matters within area of responsibility. Experience in delivering a high standard of customer services to prominent community and business leaders, and boards.
Engagement & Communication	<ul style="list-style-type: none"> Demonstrated ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander peoples, including knowledge and understanding of historical experiences and the impacts this has upon Aboriginal communities in contemporary society. Proven ability to apply a high level of verbal and written communication to a standard of publication or presentation in a public forum.

Administrative Skills

- Knowledge of administrative, records management, human resources and financial policies, practices and procedures.
- Proven computer proficiency and keyboard skills using Office suite of applications (such as Microsoft Office products) with a high degree of accuracy, presentation and format.

Special Conditions

1. The appointment is subject to the successful completion of a 3-month probationary period with probationary review meetings being conducted in the first 3 months and six months of employment.
2. All employees are accountable to the Reconciliation SA Code of Conduct and specifically uphold the responsibility of a safe, culturally inclusive and respectful workplace.
3. The incumbent is expected to work in a manner consistent with all relevant state and federal legislation.
4. Engagement in this role is subject to a satisfactory criminal history check and working with children check.
5. Travel in regional and remote South Australia may be required.
6. Some out of hours' work will be required.
7. Possession of a current driver's licence is essential.
8. Reconciliation SA is an Equal Opportunity Employer, we celebrate diversity and are committed to creating an inclusive environment to all employees.