

**Banjima Native Title Aboriginal Corporation RNTBC**

**POSITION DESCRIPTION: Member Services Manager**

**SECTION 1: ORGANISATION OVERVIEW**

Banjima Native Title Aboriginal Corporation RNTBC (**BNTAC**) is the prescribed body corporate holding native title on trust for the Banjima People.

The Banjima native title determination area covers a large area of land and waters in the Pilbara region of Western Australia. There are approximately 500 adult Banjima People and many more Banjima children.

BNTAC is a charitable organisation with several objectives that include to provide relief for disadvantaged Aboriginal people, maintain and support traditions, laws, language and culture of Banjima people, as well as provide economic, social and cultural benefits, including housing, training and education.

BNTAC also acts as the 'Local Aboriginal Corporation' under two large indigenous land use agreements between mining companies and the Banjima People.

**SECTION 2: POSITION IDENTIFICATION**

<b>Position:</b>	<b>Member Services Manager</b>	<b>Classification:</b>	As per Conditions of Employment
<b>Region:</b>	Western Australia	<b>Award/Conditions:</b>	As per contract of employment
<b>Location of position:</b>	Perth Office		
<b>Hours:</b>	75 hours per fortnight		

**SECTION 3: REPORTING RELATIONSHIPS**

**Responsible to:** CEO

**Staff reporting to this position:** N/A

**SECTION 4: ORGANISATION BACKGROUND / VISION**

This role with BNTAC carries responsibility to actively assist the CEO and other employees to promote the key organisational vision:

*The Banjima people are healthy, secure and independent with diverse life choices and the ability to determine their own future. The foundation is a proud entity centred on strong culture, community unity and effective governance.*

<b>POSITION TITLE:</b> Member Services Manager	<b>LAST UPDATE:</b> 7 December 2017	<b>DEPARTMENT:</b> Human Resources	<b>PAGE 1</b>
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## **SECTION 5: OCCUPATIONAL HEALTH AND SAFETY RESPONSIBILITIES**

All employees have responsibility for Occupational Health and Safety. The employee shall comply with the Workplace Health and Safety Act, Regulations, Codes of Practice and BNTAC Workplace Health and Safety Policies and Procedures.

The employee shall comply with instructions given by their manager in the respect of the Health and Safety of themselves and the Health and Safety of other persons.

## **SECTION 6: PRIMARY OBJECTIVES OF THIS POSITION**

The primary objective of this role is to lead and manage the establishment and implementation of the Executive Office to provide effective and efficient services to a high-standard for BNTAC'S 450 plus members.

## **SECTION 7: KEY RESPONSIBILITIES, GOALS OR OBJECTIVES**

*Duties and responsibilities include, but are not limited to:*

- Procure necessary equipment and furniture to establish an Executive Office;
- Develop and implement policies and procedures for member services;
- Manage processes to attract, recruit, develop, retain and engage successful member service administrators;
- Develop and maintain a membership database;
- Establishing and maintaining high level customer service and satisfaction;
- Compile, analyse and interpret performance of member services;
- Drive new member registration;
- Develop, implement, maintain and communicate clear service standards;
- Maintain positive working relationships with colleagues and members;
- Develop program/project plans, implementation plans, monitoring and evaluation plans for all key initiatives; and
- Report regularly to the CEO on performance, compliance, implementation, risk and relationships.

### **ADMINISTRATIVE AND MEETING TASKS**

- Organise and manage all key meetings with agreement partners, service providers and other significant stakeholders;
- Research and collect information/data for key meetings;
- Maintain electronic and manual files and keeping records up to date, secure and accessible as appropriate;
- Adhere to compliance procedures;
- Prepare agendas, meeting papers, writing and dissemination of minutes; and
- Periodic travel to the Pilbara region to attend meetings as required.

### **INTERNAL AND EXTERNAL COMMUNICATIONS**

- Manage all incoming and outgoing communications (e.g. telephone, electronic, hard copy and in person) from members and prospective applicants;
- Assist with the development and implementation of BNTAC's communications strategy;
- Develop and produce content for BNTAC's online communication channels (e.g. BNTAC website, online newsletter, social media sites);
- Support the planning and Executive Office of BNTAC events as required; and
- Other duties as required by the CEO.

<b>POSITION TITLE:</b> Member Services Manager	<b>LAST UPDATE:</b> 7 December 2017	<b>DEPARTMENT:</b> Human Resources	<b>PAGE 2</b>
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**SECTION 8: KEY PERFORMANCE INDICATORS**

- Consistent high level of member satisfaction and compliance with policy;
- Consistent and quality processing of member benefits;
- Establishment and maintenance of positive and productive relationships with members, colleagues and key stakeholders including Aboriginal people;
- High level financial management; and
- High standard written reports.

**SECTION 9: SALARY AND BENEFITS**

**Timeframe:** One-year contract with the possibility of extension (subject to funding)

**Salary Range:** \$80K -\$110K base, plus superannuation

**Annual leave:** 4 weeks

**Sick leave:** 10 days

**Salary Sacrifice:** \$15,900.00 PA

**SECTION 10: LEVELS OF AUTHORITY**

This authority should be exercised in a responsible, legitimate and appropriate manner in the most ethical and commercial interests of the corporation. This authority must not conflict with any BNTAC policy statements, procedures and instructions.

**SECTION 11: SELECTION CRITERIA****Essential:**

- Experience in managing member services (5 years +);
- High level interpersonal skills with the ability to establish and maintain positive and productive relationships with members, major partners and stakeholders;
- Ability to work in a busy environment and manage conflicting demands;
- Cultural competence, particularly with Aboriginal people;
- Managing information systems to maintain member records and generate reports;
- High level organisational skills and ability to consistently follow-through on tasks;
- High level of financial management skills;
- Excellent written skills for a variety of purposes; and
- Ability to work independently and take initiative.

**Desirable:**

- Qualification in member services management or business administration; and
- Experience working with Aboriginal organisations and people.

**SECTION 12: CERTIFICATION**

I have reviewed and confirm my full understanding of the role of \_\_\_\_\_, and agree that this is an accurate position description of that role.

**Staff Name:**

**Sign:**

**Date:**

I can confirm that the above staff member has reviewed and discussed the position description and fully understands the requirements of the role.

**Manager Name:**

**Sign:**

**Date:**