**Position description**

|  |  |
| --- | --- |
| **POSITION TITLE:** | Member Engagement Manager |
| **WORK UNIT:** | Northern Division |
| **RESPONSIBLE TO:** | General Manager, Northern |
| **LOCATION:** | Darwin, Northern Territory |
| **PURPOSE:** | The Member Engagement Manager’s key focus is to support the General Manager (GM), Northern Division in communicating and leading the Division’s strategic agenda and delivery of the Division’s business plan, ensuring good governance, efficient service delivery, engagement and collaboration with internal and external stakeholders across industry, education, government and community.  This position is expected to manage a variety of issues and matters in a busy environment and requires the capacity to support and liaise with members, senior executives and office bearers. This role requires the incumbent to build strong relationships with key stakeholders throughout the organisation and externally. |

## Duties

Duties include (but are not limited to):

* Assist the GM in the development and delivery of Northern Divisions’s operational plan and strategic agenda with a focus on the membership experience to build the reputation and membership of Engineers Australia.
* Keep informed about issues relating to engineering in the Northern Territory and more broadly.
* Identify and create partnerships with new and existing stakeholders (across industry, education, government and community) to expand Engineers Australia’s profile and support the GM in fostering these relationships.
* Identify, develop and coordinate programs and activities to meet Engineers Australia’s strategic priorities.
* Operate as an ambassador for Engineers Australia and lead or participate in events and functions.
* Increase engagement of Engineers Australia’s members with industry, government and education through Engineers Australia activities and external stakeholder activities, for example industry reference groups and policy responses.
* Assist the GM to develop and implement the member engagement strategy.
* Assist the GM and team to coordinate and organise member recognition events.
* Lead and coordinate the local awards for Northern Division.
* Lead and coordinate the activities of the Northern Division committees
* Assist the GM in providing support and guidance to the Northern Division President, Division Committee, Senior Office Bearers and related working groups.
* Facilitate the development of the 12-month CPD and corporate event plan.
* Monthly review of event statistics and the provision of reports and feedback.
* Identify and contribute strategic content relevant to Northern Division for social media platforms, the Division’s newsletter and other communication mechanisms.
* Lead a culture of performance in the organisation.
* Support the GM in office administration tasks, including processing of invoices & payments and management of the office as needed
* Other duties as required.

## Work health & safety (WHS) obligations

As an employee of Engineers Australia, you must:

* Take reasonable care for your own health and safety in the workplace.
* Take reasonable care that your acts or omissions do not adversely affect the health and safety of others in the workplace.
* Cooperate with your employer about matters of health and safety.
* Comply with any reasonable instruction and cooperate with Engineers Australia’s WHS policies and procedures.
* Familiarise the broad meaning of ‘workplace’ in health and safety legislation and Engineers Australia WHS policies and procedures.

## Communication and relationships

The position works closely with the General Manager, TAS and requires the ability to develop exceptional relationships with the broader Engineers Australia team as well as members, office bearers, volunteers and external stakeholders.

## Diversity and inclusion at Engineers Australia

Engineers Australia is an equal opportunity employer and we embrace diversity. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills. In turn are committed to creating a safe inclusive environment for all employees.

Should you need any reasonable adjustments during this recruitment process please email: HR@engineersaustralia.org.au

## Selection criteria

* Demonstrated ability to build long term relationships and achieve strategic goals through consultation with a wide range of stakeholders, development of relevant activities and achievement of these activities.
* Exceptional customer service skills.
* Experience in event management and logistics.
* Financial acumen.
* Ability to lead negotiations, influence and interact with internal and external stakeholders.
* Ability to work independently and work well under pressure.
* Strong organisational and time management skills; demonstrated within an environment of growth and change.
* Outstanding verbal and written communications skills, including the ability to deliver a message with enthusiasm, energy and authority.
* Demonstrated initiative and accountability – proactive, self-starter who is efficient, able to organise and prioritise work, garner resources and deliver required outputs whilst tackling multiple tasks.
* Demonstrated ability to make sound judgments.
* Demonstrated commitment to achieving quality outcomes in work performance and results.
* Committed team player with excellent interpersonal and team skills.

