



Victorian Local Governance  
Association

## Position Description

<b>Title:</b>	Membership & Administration Support Officer
<b>Work Location:</b>	Suite G06, 60 Leicester Street, Carlton
<b>Employment Type:</b>	Administration & Data Base
<b>Hours of work:</b>	3-4 days per week (.8FTE)
<b>Salary</b>	\$60,000 per annum (FTE) pro rata + superannuation depending on experience
<b>Start Date</b>	Immediate

### About us

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The VLGA is an independent organisation that supports councils & councillors in good governance.

The VLGA through its strategic objectives, advances and advocates for the importance of the role of effective local government. We support and assist councils to do their job well.

The VLGA provides good governance leadership by supporting its diverse membership and is a focused sustainable and values driven organisation.

The VLGA is a membership based Not-For-Profit organisation.

### Position objectives

The Membership & Administration Support officer is responsible for maintaining the membership data base (CiviCRM) and supporting the Policy and Executive Team in administration duties.

- database maintenance
- Ability to work as part of a small team and take a flexible approach to work.
- Ability to ensure the confidentiality of work.

The Membership and Administration Support officer will oversee and maintain the membership data base. The data base is critical in the dissemination of current news. The data base includes:

- All councillors
  - Member councillors
  - All council CEOs
  - Member Council CEOs
  - Rural and regional councillors
  - Member rural and regional councillors
- All mayors
  - Member mayors
- eNews
- Local Government Working Group on Gambling
- Child Friendly Cities
- Women's Charter Champion

It is vital to keep track of councillor and CEO changes and update data on a weekly basis.

Council mayors change annually over November and December, data base update is critical.

The Membership and Administration Support officer will:

- Send out mail messages on behalf of the policy officers and at the request of the Executive Assistant and Office Coordinator.
- Book venues, set up rooms and technical requirements
- Book catering
- Be available to policy officers for administrative assistance
- Work closely with the Executive Assistant and Office Coordinator

### Organisational relationships

<b>Reports to:</b>	Office Coordinator
<b>Supervises/Manages:</b>	Not applicable
<b>Internal Liaisons:</b>	All staff and board members
<b>External Liaisons:</b>	VLGA local government members & non-members including mayors, councillors and officers

### Key accountability areas

- Develop and maintain an active database of members, non-members, key issues, key contacts and key projects

### Key competencies

#### Specialist knowledge and skills

- Demonstrated ability to manage competing priorities
- Demonstrated ability to manage projects
- Experience in CRM and database platforms
- Working knowledge of the Microsoft suite of programs, web-based and social networking programs.
- Skilled letter writing, attention to detail is critical

#### Interpersonal and management skills

- **Communication skills:** a demonstrated capacity to liaise effectively at all levels; relate well to all kinds of people; listen to and assimilate information from others; and present written information in a manner appropriate to purpose and audience.
- **Planning and organisation skills:** the ability to prioritise and organise own workload methodically and efficiently, plan and track progress on work tasks, manage multiple tasks, pay attention to detail and accuracy.

- **Teamwork:** co-operate well and work well with others in the pursuit of team goals, share information, support others, show consideration, concern and respect for others' ideas and input.
- **Initiative:** be proactive and self-starting, seize opportunities and act on them, originate action and actively influence events.
- **Flexibility:** be adaptable, receptive to innovative ideas, respond and adjust easily to changing work demands and circumstances. Occasional after-hours work may be required to support VLGA evening events.
- High level of competence in complex problem solving and decision making.
- Ability to represent the VLGA in a professional manner when dealing with a diverse range of external contacts.

#### Experience

- Relevant qualifications in CRM and database
- Administration experience

#### Desirable

An understanding of or interest in local government, elected representative models and governance.