

## POSITION DESCRIPTION

<b>Title</b>	Member Engagement Lead
<b>Reports to</b>	Executive Director – NSW Chapter
<b>Department</b>	NSW Chapter
<b>Employment type</b>	Permanent full time
<b>Location</b>	Sydney

## ABOUT THE INSTITUTE

The Royal Australian Institute of Architects Ltd is the peak body for the architectural profession in Australia, representing more than 11,500 members. The Institute works to improve our built environment by promoting quality, responsible and sustainable design.

## POSITION PURPOSE

The NSW Chapter represents more than 3,200 members and is the voice of the architectural profession in NSW. In addition, the Chapter runs a range of metropolitan and regional programs which are aimed at cultivating a professional community focused on excellence in architectural design and practice. Reporting to the Executive Director, NSW the Member Engagement Lead is responsible for the coordination and delivery of these member programs across the Chapter, ensuring that they are of the highest quality and relevance to the membership, and management of revenue earning commercial partnerships. The role reports directly to the Chapter Executive Director and works in a coordinating capacity within a small but integrated Chapter team.

## ACCOUNTABILITIES

The work of the Member Engagement Lead covers the breadth of the Chapter's program-based offerings to its members, and on occasion the public. These are delivered directly through programs initiated and coordinated by the Institute, as well as indirectly through its members. With a focus on cultivating a professional community with an emphasis on excellence in architectural design and practice, the role includes the coordination of all elements of program delivery – from budget setting, operational development and delivery, to marketing and promotion. The overarching goal is to ensure the Chapter's programs are of the highest quality, and relevance to members, that they are commercially successful and where appropriate, are effectively communicated to a broader audience, including the public. Related to membership-serving events are commercial partnerships. Management of the supporting partnerships program, in consultation with the National Partnerships Manager, is essential to provide income that supports the work of the Institute.

The role is the leader of a team of two working within a small and integrated Chapter team.

In accordance with Institute policies, procedure and guidelines and working in association with relevant staff, the Member Engagement Lead will be accountable for:

### **Leadership**

- Ensure an integrated team approach to the coordination of team and individual work programs, developing and managing the overall work program in line with detailed responsibilities
- Provide leadership and guidance to the Awards and Prizes Officer and Events Officer Coordinate their work to ensure the professional and timely delivery of their respective programs and events
- Prepare and maintain budgets and operational timelines for the delivery of programs and assist the Executive Director in setting and monitoring of project and program budgets to ensure their financial success
- As subject matter lead, work collaboratively with other Chapter staff with related duties to coordinate work outputs

### **Partnerships**

- Manage the sourcing and implementation of partnerships and sponsorship of events including, relationship management, liaison and coordination as related to program delivery and to meet financial targets
- Assist in the preparation and targeted distribution of partnership proposals relevant to the Chapter's programs and related negotiation with prospective and secured partners
- Liaise with corporate and supporting partners as required

### **Members**

- Ensure Chapter programs are relevant and highly valued by members including, but not limited to, the Awards, regional, graduate, and student programs; exhibitions; and other programs generally regarded as providing informal Continuing Professional Development ("CPD") content
- Liaise with the Professional Development Coordinator to ensure the successful review and integration of formal CPD content in Chapter programs, where relevant
- Effective communication and marketing of Chapter programs to ensure strong member engagement and participation, and promotion of the professional and design excellence of members to a wider audience including broader public awareness

- Prepare, review, edit and update content pertaining to the marketing and promotion of the Chapter's programs
- Work with relevant Chapter committees and groups to ensure positive member engagement in the development of programs for members and delivery of member services
- Work flexibly outside normal business hours according to AIA program obligations

## **QUALIFICATIONS AND EXPERIENCE**

The Member Engagement Lead should have the following:

- Completion of relevant tertiary qualification and/or experience
- Minimum 3 years working in event management and/or coordination of programs for diverse stakeholder groups
- Experience in the preparation and management of project budgets
- Experience in a client servicing position
- Experience in partnership and sponsorship acquisition and management

## **KNOWLEDGE AND SKILLS**

It is preferable that this person has:

- Demonstrated commitment to quality, customer service and a culture of continuous improvement, to work with many stakeholders exercising diplomacy, discretion and sound judgement in dealing with confidential matters
- Demonstrated motivation and ability to work flexibly, effectively and harmoniously with strong organisational and administrative skills as part of a team in the environment of a professional association
- Demonstrated understanding of and interest in excellence in architectural design and practice and its promotion for public benefit

## **Management**

- Strong event and program management skills, including budget development and program evaluation and proven time management skills
- Attention to detail and capacity to manage workload and to meet deadlines
- A self-starter, able to work independently with minimum supervision
- An interest in and commitment to working with procedures to maintain quality and integrity in service delivery

- Flexibility to work outside normal office hours

### **Relationships & Communication**

- Well-developed interpersonal, negotiation, presentational and relationship building skills
- High level written and oral communication skills
- Demonstrated understanding of the requirements of effective consultation and professional servicing, including an ability to work with a diverse range of professional people and partner organisations
- High degree of initiative and strong representation and relationship building skills
- Ability to work effectively and with a diverse range of internal and external stakeholders

### **IT Skills**

- Experience in using the Microsoft Office suite of software, including e-mail, word processing, spreadsheet and database analysis and desktop publishing packages
- Experience and proficiency in use of the Adobe Creative Suite an advantage
- An interest in and capacity to use social media for the communication of content

### **KEY RELATIONSHIPS**

#### **External:**

- Chapter and national staff
- Country Division Committee
- Newcastle Division Committee
- Chapter EmAGN Committee (graduated architects)
- Chapter SONA representatives (architecture students)
- Gender Equity Taskforce
- Members (architects and architectural firm)

#### **Internal:**

- Corporate Partners and representatives
- State, event and program-based partners and representatives
- Service providers
- Non-members

### **EMPLOYEE RESPONSIBILITIES**

#### ***All employees are required to:***

- Adhere to Institute's values and code of conduct.

- Fully understand the requirements of their role and follow procedures and work instructions as relevant to their department.
- Gain knowledge of and comply with policies, procedures and instructions pertaining to:
  - Work, Health, Safety & Environment (WHS &E);
  - Human Resources (HR)
  - Finance and
  - Computing Security and Usage
- Understand emergency procedures, location of evacuation points and take all reasonable steps to ensure a safe environment.
- Take reasonable care for their personal health and safety as well as that of other people who may be affected by their conduct in the workplace.
- Participate in annual performance development and review and any relevant training as required for their position.
- Participate in audits and corrective action as required.

***All employees with management / supervisory responsibilities are required to:***

- Provide adequate instruction, information, supervision and training for all direct reports to perform their work in a safe manner.