

Permaculture Australia
PO Box 230
Church Point NSW 2105 Australia

ACN 003 386 258

Job title	Administration and Membership Manager
Job type	Fixed Term Contract for 12 months (June 2017 – June 2018)
Reports to	Permaculture Australia Board of Directors

Job purpose

The Administration and Membership Manager forms part of the core team of Permaculture Australia and supports membership management and the activities of all the Working Groups and the Board in an administrative capacity. The Administration and Membership Manager maintains the PA records, works with the Communications Team and Webmaster to ensure the website is maintained, and manages the Membership applications of Permaculture Australia in conjunction with the Membership Team. In addition, the Administration and Membership Manager will be responsible for growing the general and incorporated membership of PA, including promoting the benefits of PA membership, to strengthen and grow the organisation further.

Duties and responsibilities

- Keeps track of correspondence and ensures timely responses to enquiries
- Manages email correspondence to hello@ and membership@
- Develops and facilitates the implementation of improved and new member services and benefits in collaboration with the Board and other Working Groups
- Checks new membership applications and resolves inconsistencies before they go to the board for approval
- Organises mail-outs to lapsed members to encourage membership renewal
- Supports membership database management
- Manages document archives for the Board (Google Docs & website)
- Provides support and trouble-shooting for members on membership applications
- Answers member enquiries including developing FAQs
- Ensures Working Groups meet their reporting responsibilities, including preparing papers for Board meetings
- Maintains contact with Communications Team and Webmaster regarding website issues, updates and member communications
- Assists with PA promotions and advocacy activities where appropriate, to promote PA membership and Permaculture Australia

Time Commitments:

Weekly commitment 3-5 hrs (12-20hrs per month)

Part paid to maximum \$300 per month under contract (ABN required)

Qualifications & Skills

The Administration and Membership Manager supports the administrative functions of the Board and of the whole organisation.

Essential:

- good organisational skills, being able to manage deadlines and multiple tasks at a time
- proficiency with email, social media and general secretarial software
- good telephone manner and written and oral communication, including ability to work with people from a variety of backgrounds
- basic working knowledge of WordPress or other website formats
- previous experience with management and recruitment of members to professional organisations
- ability to manage membership data base systems and send bulk emails via mailchimp
- ability to work autonomously

Highly desirable:

- An understanding of Permaculture with Permaculture qualifications would be a great advantage although not essential to begin with
- Experience in a similar position involving membership management and generation, working with a professional organisation and volunteers

Working conditions

Much of the contact with the PA Board and Working Groups is undertaken on-line as the individuals involved are widely distributed across Australia and internationally. The Administration and Membership Manager would be working out of their own home office and would need efficient internet and a Skype connection.

Be prepared to attend board meetings when and as required which are held outside of normal working hours.

Direct reports

Nil. Possibility of volunteer or intern at some stage.

Applying for this job

Applications in writing to be emailed to info@permacultureaustralia.org.au and include the telephone numbers of two referees. Please address the criteria above.

Interviews by skype will be arranged at a mutually agreed time.

Approved by:	<i>Permaculture Australia Board of Directors</i>
Date approved:	<i>2017</i>
Reviewed:	Annual review prior to the AGM each year. Next review date: April 2018