

APPENDIX 4.4

JOB DESCRIPTION – MEMBER SERVICES OFFICER

Responsible to: Club Executive Committee

Responsibilities and Duties

- Manage the programs, policies, training and resources relating to Member Services as determined by SLSNSW
- Develop and maintain youth and development programs
- Develop and maintain leadership programs that positively contribute to the future of SLSNSW
- Develop and maintain recruitment and retention programs in consultation with relevant personnel, Branch and SLSNSW
- Develop and maintain member protection information in consultation with relevant personnel, Branch and SLSNSW
- Coordinate Member Protection Information Officer training and maintain database as required
- Liaise with Support Officers to monitor member services programs
- Provide timely reports to Executive Committee on member services programs as required
- Assist in grant proposals and other funding opportunities to support member services programs
- Coordinate the recognition of members through external awards such as local community awards and Australia Day awards
- Other duties may be assigned

Knowledge and Skills Required

- Communicate effectively
- Well-informed of the SLSNSW and Branch activities
- Be aware of future directions and plans of members
- Demonstrate a high level of enthusiasm when representing the club to members, other organisations and the general public
- Maintain a policy of loyalty to the club and its activities whilst maintaining confidentiality and respect towards members
- Maintain effective and efficient administration
- Have a good working knowledge of the constitution, rules and the duties of all office holders and subcommittees
- Must be a supportive leader for all members