



POSITION DESCRIPTION

POSITION TITLE:	Membership Manager
REPORTS TO:	Head of Communications & Marketing
LOCATION:	Home based (equipment provided, could be anywhere in Australia)
STATUS:	Permanent Part Time - 3 days per week or 0.6 (working days to be confirmed)
SALARY	\$85,000 per annum pro rata
OBJECTIVE:	To ensure satisfaction and retention by managing all elements of the member experience/customer journey.

PRIMARY PURPOSE OF ROLE:	<p>The Independent Brewers Association (IBA) works with members, industry and government stakeholders to further the strategic and operational needs of the independent brewing sector by providing high quality industry development programs and projects, events, research, education and training, advocacy and through long term planning.</p> <p>The Manager will be responsible for the delivery of the following areas of the business to a high standard:</p> <ol style="list-style-type: none">1. Ensure all member interactions are responding to in a timely fashion, are positive and proactive in regard to responding to their needs.2. Day to day CRM management ensuring all information is up to date, functionality working and members are receiving relevant communications.3. Trouble shooting issues and manage the implementation of new upgrades/developments to all relevant systems.4. Oversee the member resource plan allocating responsibility, budget and managing timelines in conjunction with IBA Team members, project and technical groups.5. Management of existing member resource content to ensure it is up to date and easily accessible.6. In conjunction with the communications team, develop and monitor a partner deliverables schedule.7. Provide advice and assistance to all other team members regarding membership matters.8. Assist in providing advice to the Board via monthly reporting in regard to new initiatives and activities that would benefit members.9. Undertake invoicing and financial matters associated with membership.
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	<p>10. Undertake all project management associate with membership activities, 11. Undertake all required monitoring and reporting. 12. Participate in Project Group's and act as a two-way information feed in and out for the IBA Team. 13. Liaison with contractors and suppliers.</p>
<p>SUPPORTING RESPONSIBILITIES:</p>	<ul style="list-style-type: none"> o Contribute to the development and ongoing management of overall organisational systems and administration. o Participate in events where time permits or by agreement
<p>DESIRABLE SKILLS & EXPERIENCE:</p>	<p>We're looking for a high performer, who enjoys working in a dynamic and collaborative small team (but big industry) environment and who doesn't mind getting their hands dirty.</p> <p>You'll be known for your excellent customer service approach to just about everything, your initiative, professionalism, sound judgement and results focus.</p> <p>Key selection criteria:</p> <ol style="list-style-type: none"> 1. Creation and/or ongoing support of member/partner services structures and delivery of aligned benefits. 2. Technical acumen, systems/relationship management and analytical abilities. 3. Growing and nurturing stakeholder relationships with identifiable successes. 4. Identification and curation of tools, resources and information for members. 5. Project management. 6. Setting targets and reporting against strategic objectives. 7. Strong verbal and written communication and influencing skills. 8. Team player who can work cross-functionally in a fast-paced and continually changing environment with limited resources.
<p>KEY RELATIONSHIPS:</p>	<p>Internal</p> <ul style="list-style-type: none"> o Chief Executive Officer o Head of Events o Communications & Marketing Coordinator o BrewCon Conference Director o IBA Board <p>External</p> <ul style="list-style-type: none"> o IBA members o IBA Project Groups o Contractors o Accountant/bookkeeper o Brewing industry

HOW TO APPLY:

Please send your resume with referees and responses to Key Selection Criteria by **15 March 2023** to Kelly.falconer@iba.org.au

Any questions please contact Kelly on 0499 292 740