



National Membership Engagement Manager

- Melbourne based, National focus
- Full time
- Competitive salary

The Australian Association of Social Workers (AASW) is the professional representative body of social workers in Australia, with more than 11,500 members. AASW sets the benchmarks for professional education and practice in social work and have a strong voice on matters of social justice, human rights and issues that impact upon the quality of life of all Australians.

An opportunity now presents for an experienced and motivated professional with senior manager experience to lead our strategic planning, the development and delivery of AASW's membership growth strategy and enhanced service delivery experience across the membership life-cycle.

Reporting to the CEO, your Key accountabilities will include:

- A strong focus on effective team management and leadership to support employee engagement and positive morale in turn driving productivity and outcomes
- Building strong and effective relationships across the AASW Branch network
- The ongoing implementation of the functional operating structure
- Implementation of the renewed service delivery model and associated processes and practices to reflect a member-centric approach to service delivery
- The formulation, planning and implementation of targeted membership campaigns/ strategies to better communicate to our members and
- Development and implementation of strategies to increase members' uptake of service offerings and improve on income diversification
- Key stakeholder participation on the new CRM system project

Selection Criteria:

- Relevant tertiary qualification
- Senior management experience within a professional membership setting is desirable
- Experienced people manager and leader with demonstrated capabilities of managing for effective performance outcomes including team capability, capacity building and employee engagement/ morale
- Business analytical skills and general business acumen
- Successful track record of supporting a team through change including cultural, structure, system and process changes
- Confident and competent communicator, including experience of developing and managing extensive stakeholder networks and building productive, collaborative and value-add relationships

The AASW is committed to equal opportunities in employment and embraces diversity and inclusion in its workforce. We encourage applications from culturally and ethnically diverse communities, particularly those underrepresented in the social work profession including the Aboriginal and Torres Strait Islander communities and people with a disability.

To be considered for this role, your application must include a cover letter which addresses the selection criteria listed above.

Please email your CV and cover letter to HR@aasw.asn.au by 5pm Thursday 15 August 2019.

A copy of the position description is available via our website www.horizonemployment.com.au