



POSITION DESCRIPTION	
POSITION TITLE:	Relationship Coordinator
POSITION STATUS:	Full time
REPORTING TO:	Chief Executive Officer

## 1. ORGANISATIONAL CONTEXT

The Local Government Managers' Australia (Queensland) is a professional organisation that supports local government managers by representing their interests and providing targeted professional development. The Organisation's current membership is over 500 and revenue is sourced from membership fees, income from professional and personal development programmes, sponsorships and grants.

The organisation's key activities include:

- Advocating the interests of members through representation to government, industry and other stakeholders;
- The provision of information and advice to members (legislative changes, watching briefs on issues of interest either within or affecting the sector);
- Commissioning and publishing research into issues of interest to the sector;
- Facilitating communication and fellowship with and between members and stakeholders;
- Provision of relevant development opportunities to pursue leadership and management excellence within the industry.

## 2. POSITION OBJECTIVE

To build LGMA Queensland's membership and corporate support thereby enabling the organisation to achieve its objectives. This includes:

- providing a range of membership support services including administering the member attraction and retention programme; and
- identifying, evaluating and securing sponsorship opportunities, coordinating sponsorship contracts and agreements and administering the sponsorship programme and renewals, including the annual development of a partnership prospectus. This necessitates building and maintaining strong relationships with corporate sponsors.

## 3. POSITION'S KEY RESPONSIBILITIES

### Membership

- Administer, manage and grow the organisation's membership, including, but not limited to:
  - Developing and maintaining quality member relationships

- Marketing membership to local government officers across the state and meet targets for member growth
- Updating and maintaining the membership database
- Processing new member applications and initiating changes to member status
- Development and distribution of prospective member collateral
- Processing of member service awards
- Maintaining accuracy of distribution lists, including:
  - Council members
  - CEO's
  - Managers training and development
  - Human Resources contacts
  - Non-member contacts
- Preparation of reports for the Board of LGMA on changes in membership
- Development and ongoing maintenance of membership benefits programme
- Development and implementation of membership retention plan
- Development and implementation of membership attraction plan
- Market the benefits and generate attendance at the various events conducted by LGMA Queensland, including maintaining a dynamic social media presence.
- Assist with the development of surveys and subsequent discussion papers on topics of interest to LGMA Queensland members.

#### Corporate Partnerships

- Establish and maintain positive working relationships with corporate partners to secure ongoing support for LGMA Queensland programmes and ensure that LGMA event staff are fully informed of the terms of agreements with sponsors and that we comply with these terms at all times.
- Source and secure new sponsors to support the development of current and new activities across the LGMA Queensland programme and grow and diversify corporate partner income.

#### Marketing and Development

- Contribute to the production and distribution of the monthly eNews, The Journal and the Annual Report.
- Maintain the LGMA website ensuring that it is up to date at all times.
- Promote LGMA membership and activities via social media including Facebook, LinkedIn and Twitter.
- Provide office administrative support as required.
- Provide event and conference support including satchel preparation and other tasks as required.
- Manage LGMA's International Manager Exchange Programmes.

#### **4. SELECTION CRITERIA**

- Business development skills
- Exceptional organisational and time management skills.
- Ability to build strong relationships, quickly.
- Demonstrated attention to detail in all aspects of work.
- Excellent written and verbal communication skills.
- Ability to work within a small team unsupervised.
- Ability to utilise database management systems.

#### **5. ABOUT YOU**

- You may have a background in membership based associations or BDM roles.
- You love to talk on the phone and invest time getting to know people (you are probably known as a bit nosy).
- You like to get the details right.
- You are very comfortable on social media and develop strong networks.
- You like to get things done.

#### **6. OTHER INFORMATION**

- This position is located in Brisbane with an expectation of limited travel within Queensland.
- This position is part of a small team and will be required to undertake other duties as required by the Chief Executive Officer.
- LGMA officers work a nominal 38 hour week.
- Salary is the order of \$55,000 plus superannuation commensurate with experience.

#### **7. FURTHER ENQUIRIES:**

For more information about this position, please contact Ms Peta Irvine on (07) 3174 5003.