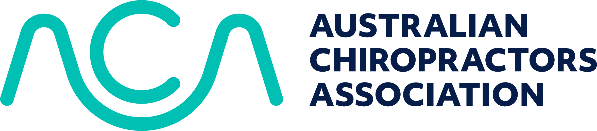
**JOB DESCRIPTION**

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| **Title:** | Regional Engagement Manager |
| **Reports to:** | National Membership Manager |
| **Summary:** | Responsible for the achievement of the operations of a Region and acts as the representative of the company in that region – key roles are stakeholder relations and membership engagement. |
| **Status:** | At least 2 days in the office per week. Some evening and weekend events. |
| **Direct Reports:** | N/A |
| **Key responsibilities:** | **General**   * Provide operational coordination locally to achieve consistent and effective member engagement * Communicate and network with internal and external stakeholders in the region * Strong ability to influence and negotiate with internal and external stakeholders * Participate in internal teams, to deliver company strategy and projects * Management of specific projects as directed from time to time by the National Membership Manager * Answer incoming calls, taking messages and redirecting where required. * Assisting with the collection of membership fees through the renewals process   **Advocacy**   * Maintain up to date register of external stakeholders * Create strategic relationships within the region * Representation at stakeholder meetings (when required) * Support Head of Policy in preparation of submissions and consultation participation where requested   **Regional Committee**   * Develop, maintain and administer the Engagement Action Planconsistent with the direction and strategy of ACA (Australian Chiropractors Association) * Ensure that an understanding of the regional challenges faced by ACA members are addressed by the Regional Committee * Provide direction and administrative support to a Regional Committee and regional sub-committees, as well as assigned ACA Committees (where applicable) * Convey any actionable matters from region and ACA committees to the National Membership Manager   **Engagement Activity**   * Plan and provide membership activity, local engagement, and member campaigns for the region * Maintain sound knowledge of ACA activities and services to enable exceptional customer service * Higher Education Liaison - Engage with Tertiary institution Heads and student groups within region * Engage with and support chiropractic students and new to practice members * Ensures members understand the full scope of available ACA benefits, services, and resources |
| **KPIs: top five** | * **New member growth %** * **New student recruitment %** * **Retention rate %** * **Student contact points** * **Annual Cold call numbers** (reminder of member services, annual event, areas of improvement, brand campaign) * Performance of all regions meet agreed expectations * Operates within agreed budget * Positive contribution to ACA culture |
| **Key skills and experience:** | * 5 years experience in a professional membership association or in a sophisticated customer service role * Good leadership experience having had responsibility for people and financial budget * Excellent presentation, communication and negotiation skills * Innovative and a self-starter * Strategic thinker |
| **Behaviours** | * **Respect**: Treat all who we work with or provide service to with the utmost respect. * **Personable and professional**: Create a positive experience for our members and colleagues. Always be proactive, professional, and hospitable to all we service. * **Leadership**: Exemplify respectful leadership by building trust and strong relationships, demonstrating thoughtful decision making and taking ownership and accountability for personal performance. * **Teamwork**: Willingness to collaborate, adapt and assist in supporting others. Demonstrate ongoing commitment to contribute to a positive team culture. * **Go over and above**: When necessary, be prepared to go over and above to ensure work is completed and your team receives adequate and timely support |

I have read, understand, and accept the job description as detailed.

Employee (please print name & sign): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager (please print name & sign): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_