



## POSITION DESCRIPTION

<b>Position</b>	<b>Growth and Engagement Agent</b>
<b>Reports to</b>	Growth and Engagement Team Leader
<b>Team</b>	Administrative Services
<b>Key relationships</b>	Manager Administrative Services, Membership Services Coordinator, Growth and Team Engagement Team Leader, Membership Team
<b>Position No</b>	-
<b>ANZSCO code</b>	541112
<b>Salary range</b>	Administration Band 2, Level 1 – 5
<b>Work Type</b>	Full time / part time in accordance with the New South Wales Nurses and Midwives' Association (NSWNMA) and Australian Nursing and Midwifery Federation New South Wales Branch (ANMF NSW Branch) Employment Enterprise Agreement
<b>Location</b>	50 O'Dea Ave, Waterloo NSW 2017

### About the Association

The New South Wales Nurses and Midwives' Association (NSWNMA) is the registered union for all nurses and midwives in NSW. The Association represents the industrial interests of nurses and midwives employed in NSW in the public, private, aged care and primary health sectors. Our role is to protect the interests of nurses, midwives and the nursing and midwifery professions.

At the Association, we are strongly committed to fostering a respectful and safe workplace culture that thrives on our values of collectivism, advocacy, innovation, integrity and courage.

### About the team

The Administrative Services team is a customer focused team that provides support services to our members and internally to employees of the Association. The team includes reception, branch administration, facilities and fleet management, and membership services.

### About the role

This is a contact center setting-based role which requires extensive interaction with nurses and midwives who are members and potential members of the Association.

The primary purpose of the role is to increase engagement of the Association's membership, that builds on the winning culture of the Association. You will achieve this by leveraging your strong influencing skills to encourage member participation in upcoming campaigns and engagement of union matters to members and potential members.

To be successful in this role, you must be an effective communicator with proven customer service experience, a team player, and a positive attitude. Additionally, you possess excellent time management skills to ensure tasks are completed promptly.

### Key accountabilities

1. Encourage active membership participation by engaging with members and non-members on Association benefits and campaigns, via phone, email, and other communication channels.

2. Deliver customer-oriented membership information to current and potential members that contributes to the growth of the Union.
3. Redirect enquiries as necessary to relevant areas in accordance with practices and protocol.
4. Identify and propose potential member leaders to the relevant team.
5. Administer membership tasks, ensuring timely completion and accuracy.
6. Maintain up to date records, complying with record management processes across a range of systems, ensuring information is accurate and processed correctly.
7. Assist with reception duties as required.

#### Key considerations:

- Skilled communicator with strong persuasive conversation skills.
- Effective listener, capable of applying membership information, policy and legislation to requests and enquiries as required.
- Strong time management abilities with a proven track record to efficiently complete tasks in a timely and proactive manner.
- Ability to work autonomously, as well as in a team environment to drive tasks to completion.
- Ability to adapt to changing needs and requirements in the Association and team.
- A passion to improve workers' lives and a demonstrated commitment to the trade union movement.
- Ability to maintain confidentiality and observe data protection and privacy principles.

#### Role dimensions:

- **Decision making:** This role has autonomy to make decisions around time management and the priority of tasks within timeframes, under regular supervision.
- **Reporting line:** Growth and Engagement Team Leader, under the supervision of the Membership Services Coordinator
- **Direct reports:** nil
- **Budget and expenditure:** nil

I have read and understand the requirements of this position. I agree to undertake the responsibilities as set out in the position description.

Employee's signature:

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Date:

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