Position Description

Position Title: Communications and Memberships Trainee

Reports To: Manager, Communications & Memberships

Department: Communications & Memberships

Location: Sydney, NSW

Role Purpose:

This role will assist the Communications and Memberships team in a variety of tasks, including marketing, communications, event management, and membership services. This role is pivotal in maintaining operational efficiency and ensuring the smooth execution of projects and events.

Key Responsibilities:

Marketing & Communications:

- Email Subscriber List Management: Maintain and segment email subscriber lists; report on list integrity and engagement.
- Website Maintenance: Execute basic content updates on the AbSec website.
- Email Marketing: Utilise pre-designed email templates for campaigns.
- Content Calendar Management: Maintain content calendars, including scheduling posts for both AbSec & LDC.
- Social media: Respond to comments and manage inboxes on social media platforms.
- New Hire Onboarding: Conduct onboarding sessions for new hires related to the department's processes.

Administrative Duties:

- Meeting Coordination: Take minutes for internal and external meetings.
- Inbox Management: Monitor and manage shared inboxes (Media, Membership, and Events).
- Business Case Support: Finalise business cases for approval.
- Subscription Management: Monitor and manage departmental subscriptions.
- Brand Compliance Auditing: Audit and report on AbSec's branding compliance both internally and externally.
- Report Preparation: Export reports for Digital Marketing Coordinators to provide commentary and design final reports.
- Cross-functional Collaboration: Work with other teams to manage communications print and merchandise orders, and triage requests to the appropriate person.
- Media Contact List: Assist with updating, growing, and maintaining the media contact list.
- Documentation: Document standard operating procedures for the department and collaborate on RACI charts.

Events Management:

- Events Calendar Management: Manage the organisation-wide events calendar and ensure alignment across teams.
- Event Planning: Maintain a list of potential events across the state in collaboration with the Membership & Events Coordinator.
- Inventory & Collateral Management: Manage inventory of event merchandise and collaterals, using assets register.
- Risk Assessments: Collaborate on the creation of risk assessments for events.
- Vendor Management: Maintain the preferred vendor/supplier list in the CRM, process invoices, and manage contracts.
- Travel & Accommodation: Coordinate travel and accommodation arrangements for event participants.
- Event Monitoring: Monitor other sector events that may compete with AbSec's scheduled events.
- Event Reporting: Coordinate with the team to finalise event reports, including attendee data, lessons learned, and survey data.

Membership Services:

- Customer Service: Provide support to members, including engagement with AbSec surveys.
- CRM Management: Manage the membership database, ensuring the integrity of contact records.
- Engagement Drives: Conduct call drives to engage members and encourage new memberships.
- Membership Reporting: Create quarterly reports highlighting membership trends and challenges, such as areas with high removal rates.

Key Skills & Attributes:

- Strong organisational skills with attention to detail.
- Proficient in using CRM systems and managing databases.
- Excellent communication skills, both written and verbal.
- Ability to collaborate effectively with cross-functional teams.
- Experience in event management and coordination.
- Proactive problem-solver with the ability to manage multiple tasks simultaneously.

Qualifications:

- Certificate IV in Business Administration.
- Experience in an administrative role, preferably within a membership or communications context.
- Familiarity with digital marketing tools and social media platforms is desirable .