



## NATIONAL TRUST OF AUSTRALIA (NSW) POSITION DESCRIPTION

<b>Role:</b>	Memberships Officer
<b>Department:</b>	Fundraising
<b>Primary Location:</b>	National Trust Centre (NTC) Observatory Hill, Millers Point, Sydney
<b>Reporting Manager:</b>	Director Development, Philanthropy and Bequests
<b>Direct Reports:</b>	Nil
<b>Hours of work:</b>	Casual

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### Organisation Overview

The National Trust of Australia (New South Wales) is the State's largest community based conservation organisation. It operates a number of important museums and historic properties while also looking after a large collection of objects and archaeological artefacts.

The Trust is established and its role defined by the *National Trust of Australia (New South Wales) Act 1990*.

The Trust is committed to providing educational and cultural services that will enhance public knowledge and enjoyment of these resources.

**Vision:** To be trusted as a leading guardian of Australia's built, cultural and natural heritage, and defender of our sense of place and belonging in a changing world.

**Mission:** **Advocate** for the conservation of our built, cultural and natural heritage by engaging with the community and government.

**Conserve** and protect our built, cultural and natural heritage by example, advice and support.

**Educate** and engage the community by telling our stories in ways that awaken a sense of place and belonging.

### Primary Purpose

The role is primarily responsible for assisting with all of the administrative duties associated with growing and maintaining the Trust's memberships and processing and receipting donations received through Donor Appeals.

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### Key Accountabilities

The position holder has responsibility for:

- Assisting with the delivery of quarterly campaigns - direct mail, digital, telemarketing and other community channels, to reduce costs, improve efficiencies and increase donor numbers and annual revenues
- Accurate and timely data entry and receipting of all membership and donor transactions
- Exercising due diligence to ensure occupational, work health and safety risks are addressed
- Calling lapsed donors to attempting to re-connect them

- Undertaking all other tasks and duties in consultation with the Director Development, Philanthropy and Bequests, of relevance to the role

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**Key challenges**

Supporting the National Trust as a highly respected and recognised advocacy, conservation and educational body by:

- Working across a diverse stakeholder group to deliver the Trust's priorities
- Maintaining high levels of personal enthusiasm, commitment to and involvement in the work of the Trust, including engagement in weekend and evening activities

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**Experience and skills**

- Experience in office administration and using customer databases
- Computer literate and able to navigate around client databases
- High level of speed and accuracy in entering data
- Highly developed verbal communication skills
- Experience in customer service

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**Key Result Areas****Resilience and Courage**

- Be flexible, show initiative and respond quickly when situations change

**Value Diversity and Inclusion**

- Show respect for diverse backgrounds, experiences and perspectives

**Communicate Effectively**

- Communicate concisely and clearly with all stakeholders and maintain the goodwill of donors, volunteers and the broader community

**Work Collaboratively**

- Collaborate with internal stakeholders and value their unique contribution

**Deliver Results**

- Facilitate effective and accurate data entry for membership campaigns

**Demonstrate Accountability**

- Adhere to any relevant legislation and policies

**Finance**

- Manage donor and member processing and receipting

**Technology**

- Working knowledge of the main software applications including Microsoft Word, Excel, Powerpoint and the Customer Relationship Management database; iMIS or equivalent

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*It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. Following consultation, the aspects mentioned above may be altered in accordance with the changing requirements of the role*