



MEMBERSHIP AND DEVELOPMENT OFFICER

POSITION DESCRIPTION

Work Type Communication, development, event and membership administration

Contract: Full time –38 hours per week. Initial 12-month contract

The Historic Houses Association of Australia (HHA) is seeking an experienced administrator to join their team as membership and development officer.

ABOUT THE HHA

The Historic Houses Association of Australia (HHA) was formed to raise awareness and support for important local and national properties. It began in 1988, bringing together the “friends” of some of Sydney’s most important buildings such as Elizabeth Bay House and Vaucluse House to support the NSW Government’s Historic Houses Trust.

In 2014, the association became national and fully independent of government. It is now a registered charity and volunteer organisation, with a growing national membership.

The HHA represents the interests of historic houses, their custodians and supporters.

Historic houses hold our shared stories, mirroring and supporting the development of communities. More than wood, bricks and mortar their existence remains intrinsic to the social and economic resilience of the communities in which they reside. Imbued and embedded with the craft, skill, style, social values and mores of their times, heritages houses link our built history to that of the world’s.

Much of our most precious heritage is in private hands. Our goal is to educate and inform the public, to support custodians and to build an environment in which historic properties and places are supported, valued and enjoyed.

We provide a forum, resources and expert advice for owners. We advocate on their behalf to government. We educate the public through a dynamic range of events and activities. We support campaigns preserving heritage under threat.

The association is a registered charity and volunteer organisation, with a growing national membership

ABOUT THE POSITION

KEY ACCOUNTABILITIES

Membership development and engagement

- Maintain membership database, ensuring data accuracy
- Short and long-term overall planning for an expanded and diversified membership base. This includes the promotion of membership to HHA supporters - members & non-members, potential partners, other membership based organisations across all media, especially social media
- Regular processing of membership applications, efficient and courteous member service

Historic Houses Association of Australia Limited

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ABN 40 282 275 317



- Coordinate access to various members benefits, respond to member's feedback and contributions, process purchase orders
- Develop appropriate support, including marketing, for house members
- Report monthly to management on membership statistics and trends

Communications and Campaigns

- Media liaison including press releases
- Quarterly members' newsletter (prepare, produce, distribute)
- Regular e-newsletter and issue-based e-communications
- Website and social media maintenance
- Coordinate HHA's response to campaigns and advocacy
- Build relationships in the sector including the media

Events coordination

- With the general manager determine quarterly programme of events
- Set up event in ticketing system, manage and integrate the online event booking system, process ticketing and invoicing
- Seek cross promotional and sponsorship opportunities
- Work with staff and volunteers to run events on the day
- Prepare event documents and other collaterals including budgets and reports.

Admin

- Support the Board, the general manager, staff and volunteers with general administration
- Provide online and phone support to members and third parties
- Assist with grant application and administration

OTHER DUTIES

Other duties that are consistent with the expected role of a membership and engagement officer and may include: preparation of deposit receipts, recording of all deposit EFTPOS transactions into financial software if required, coordinating the duties of the office volunteers.

POSITION CRITERIA

Essential

- Extensive experience managing and delivering membership, members' engagement and ticketing programmes
- Proven ability in developing print and posting web and social media content
- Understanding of heritage issues and an ability to demonstrate HHA's values
- Extensive experience in a hands-on administration, project management or similar role including, where relevant, internship positions
- Advanced working knowledge of Microsoft Office, CRM and/or database software
- Excellent customer service and sales skills
- An ability to multi-task in an environment with limited resource
- Experience in editing including design, proof reading



Desirable

- Qualification in Media, Communications, Business Administration or equivalent experience
- Experience in setting up and managing office and administration systems

Personal attributes

- Self-starter and solution orientated
- Integrity and passion in upholding the values of the association
- Excellent communication skills, both verbal and written
- Personal interest in Heritage, History and Arts

TO APPLY:

Please send a resume and application addressing the position criteria and job specifications by COB September, 3 2018 to manager@hha.net.au .

For further enquiries please contact Sarah Haid, General Manager of the HHA at manager@hha.net.au or phone 02 9252 5554