

## Position Description

Position title :	Member Engagement and Professional Development Officer
Division:	Education
Location:	Eight Mile Plains ( QLD)
Reports to:	Branch Manager
Position type:	Part time / 3 days per week / 0.6 FTE
Approved by:	General Manager, Education
Date approved:	August 2019

### About us

The Australian Physiotherapy Association (APA) is the peak body representing the interests of over 26,000 physiotherapists in Australia. It does so by advocating for access to quality physiotherapy services, providing leadership in the wider health landscape, creating lifelong information and learning opportunities for members, and promoting the value of physiotherapy to the community.

The APA is proud to have a great working culture and it is underpinned by our values:

- Professionalism
- Excellence
- Unity
- Community-mindedness
- Vision

### About the role

To actively promote membership through retention and acquisition programs. To assist with operationalising the approved PD products that form the APA professional development (PD) calendar of events in QLD. To contribute to the branch operations that deliver on organisational priorities outlined in the APA strategic vision.

### Reporting relationships

This role reports to the Branch Manager, QLD.

### Other key relationships

- Branch Professional Development Officer (PDO) to co-ordinate workload and duties associated with the delivery of the QLD PD calendar
- Team Leader, Professional Development to ensure that all PD is delivered as per national plan, budget and professional expectation
- Membership Campaign Manager, to contribute to the delivery of national recruitment and retention strategies
- Marketing staff to ensure member communications contain accurate and up to date content
- Office Bearer committees to ensure exceptional service in the coordination of professional development and member recruitment activities in QLD
- Manager, State Branches for branch strategic vision and delivery information.

### Key responsibilities

- co-ordinate the planning and delivery of branch member engagement activities in QLD
- co-ordinate the delivery of member benefit presentations to targeted membership categories or key stakeholders
- be responsible for providing pivotal liaison contact between the QLD branch and the APA Membership Unit to facilitate the effective delivery of the national membership recruitment campaign
- contribute to the planning and delivery of national group professional development events included in the QLD PD calendar of events
- in conjunction with the Branch Professional Development Officer (PDO), liaise with the Professional Development Unit to facilitate the efficient delivery of the Professional Development calendar of events
- to assist with the logistics involved in delivering the QLD PD calendar of events including the development of accurate course budgets
- provide content for branch communication and reporting as directed by the Branch Manager
- to enter data in Aptify in a timely manner that is accurate and in line with APA guidelines
- provide a high level of customer service to internal and external stakeholders
- participate in the delivery of member services as instructed by the Branch Manager, Manager, State Branches or General Manager, Education
- provide administrative support and general office duties that contribute to the efficient operation of the Branch Office as instructed by the Branch Manager.

## About you

- good computer skills and proficient in all elements of the Microsoft Office Suite and willingness to learn membership database program
- highly developed written and verbal communication
- high degree of professionalism and commitment to customer service excellence
- effective organisation and interpersonal skills
- previous experience in a member organisation, learning and development or event delivery team or currently studying in these areas would be advantageous
- ability to work as part of a team to deliver on projects with competing priorities and tight deadlines
- knowledge and experience in stakeholder engagement and managing expectations
- team focused attitude and ability to work with on the ground and virtual teams.

## Special requirements

Participation will be required at meetings and events that will occasionally fall outside of normal business working hours and may include local or interstate travel. Time in lieu for these events will be accrued in line with APA's policy regarding hours of work.