



## Position Description: Head of Member Services

### Position details

Employment classification	Full time
Probationary period	6 months
Location	Flexible
Reports to	CEO

### Key behaviours and values

Supply Nation's values guide the way we work with our members and suppliers, within our communities and with each other. Through integrity, accountability, collaboration, excellence and empowerment, we create a culture where ideas flourish and a difference is made. We work together to transform the Indigenous business sector.

#### **Integrity**

We care deeply about what we do and how we do it. We stand up for what we believe in.

#### **Accountability**

We take responsibility for our own actions. We honour our commitments.

#### **Collaboration**

We work together as a unified team to produce the best results for our customers.

#### **Excellence**

We are committed to consistent professionalism as a positive, flexible and responsive, innovative and efficient team.

#### **Empowerment**

We create and promote a culture where all may thrive.

## Position Summary

Supply Nation is the Australian leader in Supplier Diversity and provides a direct business to business purchasing link between corporate Australia, government agencies and Indigenous owned businesses.

With responsibility for Supply Nation's membership base and reporting to the Chief Executive Officer, the Head of Member Services plays a key role in supporting the development of a sustainable and prosperous Indigenous enterprise sector in Australia.

The Head of Member Services works collaboratively to provide leadership and support to the Member Services team and deliver superior customer service and professionalism across the Supply Nation membership.

A key aspect of this role is to develop and implement a strategy for identifying, recruiting and retaining members, while maintaining strong and productive relationships within the membership base.

It is essential to build and maintain strong relationships with peers on the leadership team and all other Supply Nation staff, provide strong coordination and to assist relationship managers to carry out their daily duties for the management of membership portfolios.

## Key Responsibilities

- Report to the CEO on membership sector trends, policies, opportunities for membership growth.
- Grow the Supply Nation membership relationship team and member base nationally.
- Proactively recruit and retain members in key geographies, tiers, sectors and industries.
- Contribute to the executive leadership of the organisation's systems, processes and policies to effectively support Supply Nation needs.
- Participate in and report to Supply Nation's senior leadership team on the functions and activities of the membership team, including financial management.

## Key Accountabilities

### **Cultural leadership and advocacy:**

- Champion cultural values and integrity within the organization, suppliers and members
- Foster a culture of cultural learning, respect and inclusion amongst staff and stakeholders
- Respect and embed cultural practices and knowledge as BAU
- Develop and implement initiatives to support and grow the Indigenous workforce
- Representing the organization at Community and member events.

## Membership

- Provide required reporting on Supplier Diversity issues to the CEO, Board, Committees and other relevant stakeholders.
- Design, deliver and monitor the Member Services strategy
- Define and implement membership best practice that includes but isn't limited to spend, engagement with Supply Nation, engagement with suppliers, engagement with Community, continual improvement, capability building etc.
- Provide leadership, support and coordination to the relationship manager team on issues, policies and corporate initiatives that affect members
- Project manage key membership initiatives to drive the level of engagement and spend of members with Indigenous Suppliers.
- Lead the continuous improvement process for the Member Services team.

## People Management – Direct Reports

- Maintain strong relationships with Supply Nation members and assist the team to deliver superior customer service and increase awareness, acceptance and activities of our members in relation to Supplier Diversity
- Develop and deliver business plans and support staff in individual plan development.
- Conduct regular supervision sessions and quarterly performance reviews
- Support the team in learning and development assessment, access and identification of career pathways.
- Monitor and support staff performance, team culture and capitalize on resources, both financial and human.
- Develop a strategy for identifying, recruiting and retaining members and maintaining strong and productive relationships within the membership base.
- Develop and manage a team of geographically dispersed Senior Relationship Managers to establish a new level of consistent, culturally appropriate management within the team.

## Financial Management

- Develop and monitor the membership team budgets and forecasts.
- Apply management skills which optimise the use of the organisation's financial resources.
- Maintain responsibility for financial compliance for member services, including provision of monthly feedback on performance and cash flow projections.

## General

- Attend regular and ad hoc meetings as required.
- Attend and participate in company training as required.
- Provide routine reporting as scheduled and ad hoc as required.
- Any other tasks as directed by Management, based on organisational requirements.

## Workplace Health and Safety

- Attend regular and ad-hoc meetings as required
- Maintain a clean and safe work environment while complying with all safety policies and procedures;
- Escalate all workplace accidents and hazards to the CEO, and implement immediate action for identified hazards if able to do so;
- Participate in workplace consultative meetings and recommend improvements to relevant workplace health and safety practices within the workplace.

# Key Selection Criteria

## **Specialist Knowledge and Attributes:**

- Resilience – the ability to adapt to a fast paced and rapidly changing work environment
- Demonstrated knowledge and understanding of Indigenous societies, cultures and issues affecting
- Knowledge of supplier diversity in the Australian context will be highly valued
- Demonstrated knowledge and capability of implementing of government Indigenous/Aboriginal procurement policies in different sectors
- Demonstrated experience in membership service delivery.
- Demonstrated experience in supplier diversity and procurement in corporate and government agencies.
- A strong commitment to superior customer service.

## **Skills and Experience:**

- Ability to positively influence key stakeholders and build relationships
- High level communication, negotiation, research and influencing skills
- Excellent organisation and time management skills
- Business development experience in the membership/corporate environment.
- Demonstrated experience in negotiating and influencing with senior executives in different sectors and industries
- Demonstrated superior written and verbal communication skills.
- Strong people management skills.
- Demonstrated financial management skills and experience.
- Strong contract management experience
- Project management experience will be highly valued.

## **Additional requirements:**

- A current driver's license.
- Attendance at after-hours meetings and/or events may be required.
- Interstate travel will be required.