



ROMANCE WRITERS OF AUSTRALIA

Position Description - Member Services Manager

Position title: Member Services Manager

Committee position: Portfolio Holder (Member Services)

Volunteer commitment: 10 hours per week (approximately)

Reporting to: RWAus Committee

About us

Since 1991 Romance Writers of Australia (RWAus) has been helping writers all across Australia (and beyond!) to follow their dreams. We provide support and inspiration while actively fostering opportunities for our members to engage in professional development, network with industry professionals, and pursue excellence in their writing and publishing careers.

About you

Service delivery is at the heart of everything we do. In your role as Member Services Manager, you'll be thoroughly committed to RWAus' vision. You'll be friendly with a positive outlook and be an effective communicator, ensuring our members are connected, engaged and supported in their RWAus experience. You'll be responsible for liaising with the Committee, providing leadership and support to the Member Services team, answering general queries and providing support directly to our members.

Responsibilities

Committee

- Provide regular Committee reports on the actions undertaken within the Member Services portfolio.
- Be the liaison between the Committee and the Member Services team.
- Communicate information from other Committee members to member loops if and when required.
- Consider past programs run by RWAus and whether they should be reinstated. Identify potential new programs that would benefit the membership.

Member Services team

- Represent the Member Services team at Committee meetings, including reporting on the duties they carry out as RWA volunteers.
- Represent and provide support to the Member Services team.
- Assist the Aspiring, Emerging, and Established Ambassadors to increase engagement within their respective loops.
- Coach Ambassadors (where required) to ensure that all loops provide benefit to members within the respective membership categories.

Members

- Create and maintain a comprehensive spreadsheet of members including breakdowns

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by membership category (eg. Aspiring), state, publishing journey(eg. Indie), and membership status (eg. active, expired).

- Oversee the checking of loops by Ambassadors once every 6 months to ensure they are accessed by active members only.
- Assist with transitioning members between loops as required, eg. from Aspiring to Emerging and from Emerging to Established.
- Be responsible for checking the RWA Facebook group once every 6 months to ensure it is accessed by active members only.
- Answer member queries relating to membership status and member benefits.

Goals 2023-2024

- Work in partnership with the Marketing Manager to review current memberships and provide a comprehensive spreadsheet for transferring memberships to the new website. Deadline: TBD
- Work in partnership with Marketing Manager to revitalise the Welcome Pack and its distribution to new members. Present the draft Welcome Pack to Committee for ratification. TBD
- Work in partnership with the Aspiring, Emerging, and Established Ambassadors to ensure that RWAus messaging is posted in each loop, and increase the activity and engagement in each loop. Deadline: Ongoing.
- Establish and maintain an 'author services' page on the new website. Deadline: TBD
- Establish and maintain a 'writing groups' page on the new website. Deadline: TBD

Skills and experience

- Current financial member of RWA.
- A working knowledge of the organisation's structure.
- Ability to develop strong relationships across the organisation.
- Excellent communication, organisational, and interpersonal skills.
- An eye for detail and data collection.
- Comfortable with spreadsheet maintenance and using Google+, or the enthusiasm to learn.
- Ability to work effectively in collaboration with diverse groups of people to encourage positive communication and commitment to service delivery.

DOCUMENT CONTROL			
Drafted by:	RWA President - Louisa West	Date:	17/04/2023
Approved by:	RWA Committee	Date:	8/05/2023
		Date:	
		Date:	
		Date:	